

IT Academy Frequently Asked Questions

Q. What is the Microsoft IT Academy Program?

The Microsoft IT Academy Program is a complete IT education toolkit designed for academic institutions. It enables faculty and students to become proficient in using Microsoft business applications and to become certified in Microsoft technologies. The annual subscription-based program includes curricula, online learning, certification instruction, and other resources. Microsoft IT Academy membership is available to most accredited and government-sponsored academic institutions worldwide.

Q. What are the benefits of Microsoft IT Academy membership?

Membership brings Microsoft recognition and credibility to your institution, which can offer a competitive advantage to your educational institution. Program membership shows that an institution is committed to high-level technology proficiency, community employability, and workforce development.

Benefits include a comprehensive technology curriculum, a subscription to the DreamSpark program, and discounts on software licenses, Microsoft Certification exams, and Microsoft Press books.

Q. Are Microsoft Certifications valid for college credit?

In many cases, yes. The American Council on Education (ACE) has reviewed and recommended US college credit for selected Microsoft certifications. Approved certifications are eligible for one to six semester hours of college credit in bachelor's degree or associate's degree classes on computer applications, information technology, or computer information systems.

Q. How can Microsoft IT Academy institutions distinguish themselves from non-member academic institutions?

The Microsoft IT Academy Program was specifically designed to be distinguished from other institutions and IT education offerings by conferring Microsoft brand recognition. Microsoft IT Academy marketing materials are provided to help you highlight your affiliation with Microsoft and to promote a position of IT education leadership.

You can even customize, download, and print an IT Academy Institution Certificate to show students, parents, and staff that your institution is committed to technology education excellence.

Q. When can member institutions begin using Microsoft IT Academy branding?

Microsoft IT Academy branding is available for use after your institution has met all program requirements and your institution's application has been accepted.

Q. Are there any marketing restrictions for the Microsoft IT Academy Program?

You are allowed to market your institution as a Microsoft IT Academy to the student population within your institution's community. However, marketing to the business community using Microsoft IT Academy language or branding is beyond the scope of the membership agreement.

Q.What is a Microsoft IT Academy Program Administrator?

A Program Administrator is the designated primary contact for a Microsoft IT Academy institution. The administrator should understand all the Microsoft IT Academy Program documentation and be willing to assume the role of managing program compliance with Microsoft.

Q.How do I change the Program Administrator for my academy?

To change your Program Administrator, contact Kentucky's IT Academy Program Manager, Laura Raganas.

Q.What type of program support is available?

You can receive support by calling or sending an email message to your [IT Academy regional support center](#). After you are accepted into the Microsoft IT Academy Program, you receive contact information for your service center, along with periodic news regarding program benefits, certification, curriculum releases, and other information.

Program requirements

Q.Which instructors can teach Microsoft IT Academy courses?

To teach a Microsoft course at a Microsoft IT Academy institution, instructors should be proficient in the technology that is the subject of the course they are teaching. The instructor is not required to possess a Microsoft Certification or to be a Microsoft Certified Trainer (MCT). However, instructors are encouraged to take advantage of the MCT vouchers provided to all IT Academy members.

Q.Do instructors need to be full-time employees of the member institution?

No, instructors do not have to be full-time employees. Adjunct or part-time employees are allowed. Instructors are encouraged to pursue certification for the technologies which they are teaching. Explore the [interactive certification roadmap](#) to see which certifications correspond to each career path.

Q.What are the curriculum requirements for teaching Microsoft IT Academy courses?

Instruction focused on Microsoft technologies can use Microsoft Official Courseware (MOC), Microsoft Official Academic Courses (MOAC), or Microsoft Online Learning courses. Additionally, instructors can augment their teaching with lesson plans provided through IT Academy.

Q.Can we use curricula other than MOC, MOAC, or Microsoft Online Learning courses?

Yes, you can use supplemental materials. We do recommend, where available in the local language, that MOC, MOAC, or Microsoft Online Learning courses be used as the foundation courseware for Microsoft IT Academy curricula. Microsoft IT Academy members in areas without localized versions of MOC, MOAC, or

Microsoft Online Learning courses can substitute local-language curricula that cover the objectives of the Microsoft Certification exams.

Q.What happens if instructors are not Microsoft certified?

There is not a requirement that IT Academy instructors possess Microsoft Certifications. However, we do encourage instructors to take advantage of the MOS, MTA, and MCE exam vouchers to pursue certifications. Successful instructors remain current on the latest technologies and drive student learning.

Membership

Q.What is the Microsoft IT Academy membership cycle?

The program period is the membership start date plus one calendar year rounded to the end of the calendar month. You can enroll in the Microsoft IT Academy Program anytime, and your subscription remains active for 12 full months.

Q.When does my membership expire?

To find out about expiration dates, on the [My Academy](#) page, click the **My Membership** tab.

Q.What is the membership renewal process?

To renew your membership, visit the [Application page](#). The page automatically retrieves membership information from the previous year for faster processing. Check these entries carefully, and update them as needed. The contact information supplied during registration or renewal appears in the Microsoft IT Academy Locator exactly as it was entered.

Q.If an institution has multiple campuses, must each site submit a separate membership application?

Yes, each campus must submit a separate membership application and pay program fees independently. In some countries or regions, the institution might be eligible for a multi-site discount. For more information, get in touch with Laura Raganas.

Q.Can we cancel our Microsoft IT Academy membership and receive a refund?

No, Microsoft IT Academy memberships cannot be canceled. All program benefits accrue immediately and expire only at the end of the subscription period.

Online learning benefits

Q.Where can I find a list of available online learning courses?

The subscription pool section in your [online learning management system](#) lists the available courses. To view them, scroll through the Subscription Pool pop-up box.

Q.What is a subscription pool?

The *subscription pool* is the set of courses available for you to assign to your students. The subscription pool is determined by the level of your IT Academy membership and the language(s) you selected in the online learning setup form.

Q.Which languages are offered for online learning courses?

The available language varies by course. Many Microsoft IT Academy online learning courses are offered in Brazilian Portuguese, English, French, German, Italian, Japanese, Korean, Latin American Spanish, and simplified Chinese.

Q.Are there localized versions of the online learning websites for both instructors and students?

Yes, localized online learning websites are available for both instructors and students in Brazilian Portuguese, French, German, Italian, Japanese, Latin American Spanish, simplified Chinese.

Based on the language preferences specified in your browser settings, you are automatically routed to the corresponding localized site when you click a link. If your language preferences don't include one of the listed languages, you will be routed to the English version of these sites.

Q.What is the curriculum source for the Microsoft IT Academy online learning courses?

Microsoft retail online learning courseware is the source of the Microsoft IT Academy online learning curriculum. It includes material based on Microsoft Official Courseware (MOC), DreamSpark, and Microsoft Press content.

Online learning management

Q.What do I need to log in?

If you are an ITA instructor, training manager, or administrator, first-time access to the online learning platform requires you to login to your IT Academy Member's portal using your Microsoft account, O365 account, or a federated account that your organization may have set-up for you.

Q.Where do I get an IT Academy membership ID and program key?

If you received an enrollment invitation directly from the IT Academy benefits platform, you will be asked to enter an IT Academy membership ID and program key. If you have questions, or cannot locate your ITA membership ID, please contact Laura Raganas.

Q.Can I change the email address I use to sign in?

No, your sign in email address cannot be changed.

Q.It's our organization's first time using ITA online learning benefits. What's the easiest way to get started?

We recommend that you first review the [IT Director's readiness checklist](#) to ensure that your technology resources meet minimum requirements to successfully launch the online courses.

Review the Quick Start Guides for best practice shortcuts for assigning online learning.

- [Getting started for learners](#)
- [Getting started for administrators](#)
- [Assigning online learning to learners](#)
- [Exploring online learning advanced features](#)
- [Understanding roles for administrators](#)

For additional materials beyond the shortcuts, review the [Online Help manual](#) and [FAQ for Learners](#), and [Online Help](#) and [FAQ for Administrators](#).

Learning plans

Q.What is a learning plan?

A learning plan is a collection of courses that you offer to learners. You add and manage learning plans on this page. After a learning plan is created, you can create enrollment links and forward them on to your learners.

Q.What is the difference between an enrollment access link and a learning plan enrollment link?

You can invite users to access Online Learning and self-browse for their own courses by creating enrollment links. This approach is the quickest path to giving students access to online courses.

Alternatively, you can create a learning plan—after a learning plan is created, you can create an enrollment link for this learning plan, which you can forward to your learners. Once logged in to the platform, this link gives learners access to the courses in your learning plan, which will appear in the **Learning Plan** tile.

Q.If I assign a learning plan, can learners still self-browse for other courses?

Yes. With assigned learning plans, learners can focus on the courses you select for them to take. Learners do have the option to browse additional training on their own by either using the Search function or clicking Browse to find course on specific subject matter.

Q.I just migrated to the new online learning platform, why weren't all my learning plans migrated from the old platform?

When learning plans are migrated to Microsoft Online Learning from other platforms, plans containing zero courses or those containing more than 50 courses are not migrated. The courses from those plans are still available to you and can be found by either using the Search function or clicking Browse to find course on specific subject matter. If you have completed courses that were included in a large learning plan, those courses will appear in **My Achievements** under the Courses section. If some of your learning plans were not migrated, they should appear in the following table along with the reason.

Q.I need to assign a learning plan to one or more learners. What's the easiest way to do this?

Review the step-by-step in the Quick Start Guides for best practice shortcuts for assigning online learning.

- [Getting started for learners](#)
- [Getting started for administrators](#)
- [Assigning online learning to learners](#)
- [Exploring online learning advanced features](#)
- [Understanding roles for administrators](#)

Courses

Q.What is the minimum recommended system for viewing Microsoft Online Learning courses?

In addition to a broadband internet connection, we recommend the following operating system and browser combinations:

Minimum system requirements

- Operating system:
 - Windows XP, or Windows 7 or higher
- Browser:
 - Internet Explorer 8 or newer
 - Chrome 25.0.1364.172
 - Firefox 19.0.1 or higher

Recommended system

- Operating system:
 - Windows 8
- Browser
 - Current version of Internet Explorer

Note If your system is set to the minimum resolution, or close to it, you might explore the scaling option in your browser for the optimum view when working in a course.

Note Virtual labs require Internet Explorer, since they use Active X controls.

Q.Where can I find a list of available online learning courses?

Login to the learner's Online Learning platform. From the home page, you will see a **Browse** menu from the top of the page. Click the **Browse** menu to see the various training subjects and then click a subject that interests you. The resulting screen will display the available courses on that subject. By default, the results are courses in the language listed on your profile page. See the full list of courses offered in the Excel file [here](#).

Q.Do some courses have specific requirements?

Yes, some courses do have specific requirements. To view course requirements, sign in to the Learner site, click **My Courses**, click the desired course title, and then click **System Requirements**.

Q.Which languages are offered for online learning courses?

The available language varies by course. Many Microsoft IT Academy online learning courses are offered in Brazilian Portuguese, Czech, Danish, Dutch, English, French, German, Italian, Japanese, Korean, Latin American Spanish, Norwegian, Polish, Russian, simplified and traditional Chinese, and Swedish.

Q.Are there localized versions of the online learning websites for both educators and learners?

Yes, localized online learning websites are available for both educators and learners in Arabic (Saudi Arabia), Bahasa Melayu; Jawi script (Malaysia), Brazilian Portuguese, Dutch, French, German, Italian, Japanese, Latin American Spanish, Polish, simplified and traditional Chinese, Swedish.

Based on the language preferences specified in your Online Learning platform's profile settings, you are automatically routed to the corresponding localized site when you browse for a course. For an advance search of courses available across all available languages: Select a course from the list, and then type a period sign "." into the Search box on the upper right-hand corner of your page, and click the search icon.

Q.How do I assign online learning courses to my students?

For easy step-by-step instructions, refer to the following Quick Start Guides. We also recommend that you share the Getting Started video for learners with your students for a short overview on the Online Learning features.

- [Getting started for learners](#)
- [Getting started for administrators](#)
- [Assigning online learning to learners](#)
- [Exploring online learning advanced features](#)
- [Understanding roles for administrators](#)

Reports

Q.What types of reports can I create in the Online Learning platform?

There are two types of reports available in the Online Learning platform:

1. Course activity report: This report shows each course the learner has made progress against and details the amount of progress.
2. Assessment activity report: This report shows each assessment the learner has started or completed and the related scoring.

Each of these reports can be viewed by group, by learning plan, or by organization. For more details, visit “Accessing reports” from the [Online Help guide](#).

Q.I printed a report—why is the output all messed up?

The reports are designed to be printed in landscape orientation. Make sure to set your printer settings to portrait orientation. Otherwise some information may be missing or truncated.

Q.Can learners print out their own certificate of completion?

Learners can view their online training transcripts, their progress in a course or set of courses, view their assessment scores and print certificate of completions. For guidance on how to do this, review “Printing a transcript” and “Printing course completion certificates” from [Online Help](#).

General

Q.Can I delete student accounts from the Online Learning platform?

No, not at this time. However, to block a learner’s access to courses, you can revoke his or her access to the platform. If you need to temporarily or permanently prevent a user from accessing the system (includes both the Learner and Administrative sites), you can block their account. Blocked accounts can be unblocked at any time.

For more information, visit “**Blocking and unblocking user accounts**” from online Help guide.

Q.Can Online Learning groups be deleted?

Yes, Online Learning groups can be deleted. For more information, visit “**Adding and editing groups**” from Online Help guide.

Q.Are there online training videos available to help trainers at my IT Academy get started with how to Administer Online Learning?

In addition to the Quick Start Guides, [Online Help](#) and [FAQ for Learners](#), and [Online Help](#) and [FAQ for Administrators](#), there are pre-recorded training and video tutorials available:

- [Getting started for learners](#)
- [Getting started for administrators](#)
- [Assigning online learning to learners](#)
- [Exploring online learning advanced features](#)
- [Understanding roles for administrators](#)

Q.Is there a link to go directly from the Online Learning portal back to my IT Academy member’s portal?

Yes. While logged in to Online Learning, select your Profile link from the top-right corner of the web page. Select the drop-down menu, then select “IT Academy member site.” This link will route you directly to the IT

Academy member's portal. Note the other useful links from your profile menu, which includes Sign out or the ability to **switch organizations** if you have more than one IT Academy.

Virtual lab access and keyboard layouts

Q.My keyboard does not include characters that are required in the virtual machine password. How can I fix this?

Virtual machines use the English (United States) keyboard layout. After you sign in the first time, install a revised keyboard layout by using the language icon in the taskbar of the virtual machine so that you can sign in later and use the virtual lab.

For more information about adding locales or keyboard layouts, see [Windows keyboard layouts](#).

Microsoft IT Academy Locator

Q.The contact information for my institution is incorrect in the Microsoft IT Academy Locator. How can I change it?

Update the contact information for your institution from the My Academy page:

1. [Visit My Academy](#).
2. Click the **Academy Profile** tab, and then click **Edit Profile**.
3. When prompted, type the name of your current Program Administrator for authentication purposes.
4. Update the contact details for your academy and for the Program Administrator.

Note It takes two to three business days to process any profile changes.

Q.Why does the Microsoft IT Academy Locator not include my institution?

If your institution membership has not expired but your institution is missing from the Microsoft IT Academy Locator, check with Laura Raganas.

Kentucky's IT Academy Program Manager, Laura Raganas

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