credis

bittnet
systems

2012

CISCO NETACAD
IMPACT IN ROMANIA

THE IMPACT OF

CISCO NETACAD COURSES

ON STUDENTS' CAREERS

ABOUT THIS STUDY

The reason behind this study was to identify to what extent the courses that Credis organizes within the Cisco NetAcad program have contributed to increase the employment odds for persons wishing to start an IT career.

A second measure of success for our courses was to determine to what extent did the courses bring any value added to persons who were already employed, either by way of promotion to a better paid position, or by a more radical decision – a job change.

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3 major categories of respondents were identified:

1   **2**   **3**

Unemployed   **Students**   **Employees***

*People who during this research were employed either in the IT industry or in a completely different field of activity.

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Respondents in this survey: 3500 graduates

The margin of error for this survey is +/- 1,5% with a confidence degree of 99%.

3500 +/- 1,5%

❯ ORGANIZATIONS INVOLVED

CREDIS ACADEMY

Credis Academy is an educational NGO which began its activity in 1999 as one of the first Cisco Academies in Romania. In its 13 years of educational activity over 9000 persons were trained in order to obtain IT&C competencies.

The goal of Credis Academy is to provide IT knowledge to young people who are willing to start an IT career but also to people interested in gaining IT skills in order to change their career path.

Credis is the only Cisco Academy from Center and Eastern Europe which was rewarded by Cisco with the «Extraordinary Contribution» distinction for promoting and developing the NetAcad – an educational program that covers more than 163 countries all over the world and more than 1milion active students each year.

In 2007 Cisco celebrated 10 years of Networking Academy Program worldwide. At that international event held in Istanbul, in front of more than 500 participants, Credis has been awarded as the "Best Local Academy " award (EMEA) -a region that counts 4000 academies from 130 countries.

FB.COM/**CREDISACADEMY**

WWW.ACADEMIACREDIS.RO

This is the highest achievement that an academy can receive and Credis Academy is one of only 5 academies from Europe & Emerging Markets to ever receive this special recognition. We are proud to be the only academy from Romania to gain such recognition.

Statistics show Credis to be the second largest academy in the world in number of persons trained per year.

credis

BITTNET SYSTEMS

Bittnet Systems is a Romanian private company which activates in the IT field since 2007 as a communication solutions integrator and provider of IT trainings. At this moment Bittnet Systems is the market leader for networking training for Cisco and HP in Romania.

Bittnet is aware that each company that is connected to the internet has at least one IT professional who needs to keep up with the technology development. This is where Bittnet steps in, providing best-in-class network training to the IT personnel.

The technology areas covered by Bittnet Systems are:

- Network infrastructure (internal network connectivity , internet connectivity, etc) : switches, routers, cabling, racks, etc.

- Security: firewalls, traffic inspection appliances, Virtual Private Networks, etc

- Mobility: wireless solutions (wi fi access points, antennas, etc)

- Voice over IP solutions (telephones, digital call managers, call recording solutions, etc)

- Digital Signage solutions (screens, media managers)

- Data Center solutions (servers, storage disks, backup, etc)

Bittnet is a member of Cisco's professional learning program – dedicated to employees –"Cisco Learning Partner Program" and according to Cisco statistics, Bittnet Systems is number one provider of training to the Romanian corporate environment.

WWW.BITTNET.RO

ABOUT THIS STUDY

- **52.000** Cisco Netacad graduates in Romania between 1999 and 2012

- **7000** Credis graduates between 2006 and 2012

- **3500** respondents who graduated between 2006 between 2012

52.000 CISCO NETACAD GRADUATES IN ROMANIA

7000 CREDIS GRADUATES

3500 RESPONDENTS

7 %

of the total of 52.000 persons who finished at least one Cisco Netacad course in Romania between 1999 and 2012 answered at this survey (1 in every 14!)

> ABOUT THIS RESEARCH

The data for this study was collected via a quantitative phone survey between July and August 2012. The respondents were selected from a list of **7000** Credis graduates who took at least one course at Credis between January 2006 and June 2012. Although credis was founded in 1999, relevant contact data was available only after 2006.

Since the beginning of the program in Romania in 1999, over **52.000** persons took at least one Netacad course. The "Cisco NetAcad Impact" study reflects the opinions of **3500** graduates selected from a list of 7000 Credis students. This means an answer rate of **50%** giving us the insight of 3500 students. It also resumes the point of view of **7%** of the total population of NetAcad students in Romania.
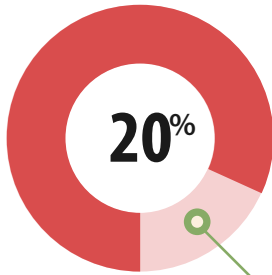
Given the above numbers, we consider that the information we are going to provide on the next pages is relevant for the purpose of this research and also for those persons who are interested to find more about the importance of Cisco NetAcad courses in developing an IT career.

The data for this study was collected via a quantitative phone survey that involved 4 call-center agents (Lazar Magda, Nichifor Adrian, Popa Alexandru, Toader Daniela) and the information was processed using Microsoft Excel. Sociology experts have also contributed with their professional experience in the design and data processing stages.

The 4 call-center agents that conducted this survey were enrolled in a sales internship organized by Bittnet Systems - partener of Credis Academy. All the administrative and logistics costs were entirely supported by Bittnet Systems.

Total number of Cisco Netacad graduates in Romania

20%

total number of Credis graduates

1 of 5

Romanian graduates are Credis graduates

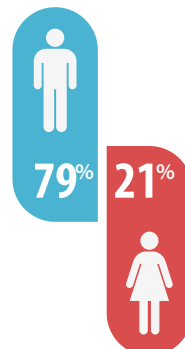**Cisco Netacad RO graduates**

3500

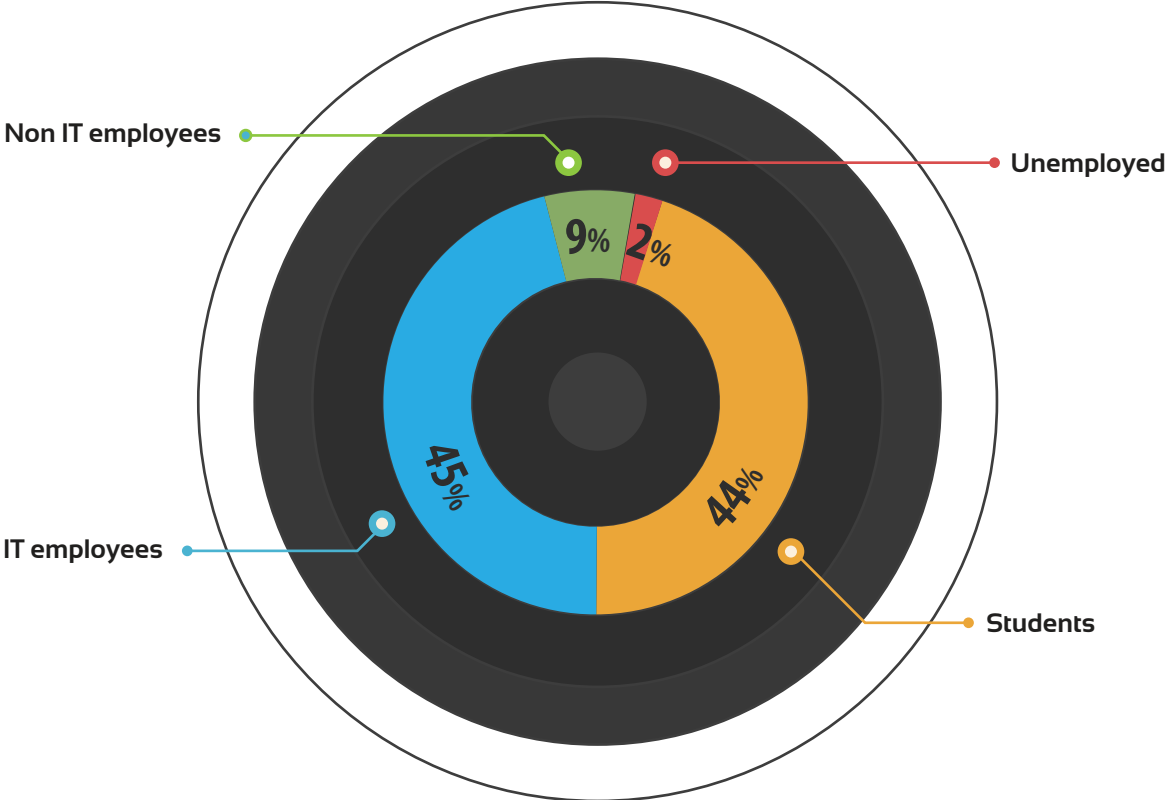graduates responded to this survey

~7%

of the Romanian Netacad graduates

The sample consists of 21% women and 79% men.

1 of 5 graduates is female - this fact confirms a regional tendency that shows more and more females choose an IT career.

79% **21%**

LABOR MARKET STATUS

Non IT employees

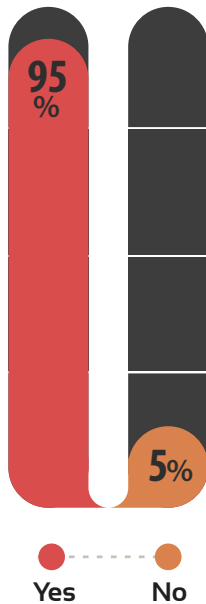**Unemployed**

9% 2%

IT employees

45% 44%

Students

Less than **2%** of the **3 500** respondents are unemployed at the moment of this research, while **9%** of them are employed in different domains that are not connected with the IT field.

44% of the respondents are at this moment students and another **45%** are working in the IT industry.
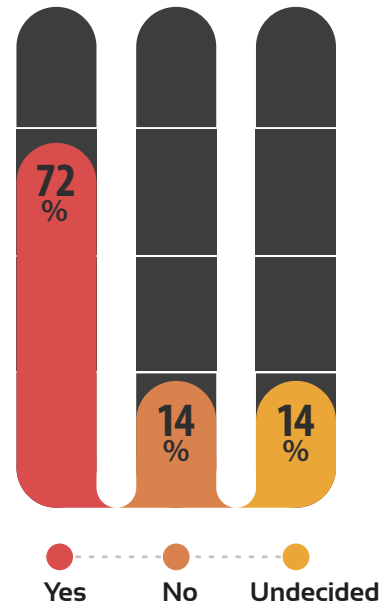
LABOR MARKET STATUS - UNEMPLOYED (2%)

They wish to pursue an IT career

95%

5%

Yes No

Students at their first IT course

85%

15%

Yes No

Express their intention to start another IT course in the next 6-12 months

72%

14%

14%

Yes No Undecided

Out of the 63 UNEMPLOYED respondents at the time of this survey:

- **60** wish to pursue an IT career
- **3** do not wish to start an IT career
-
- **54** had the NetAcad course as their first IT course
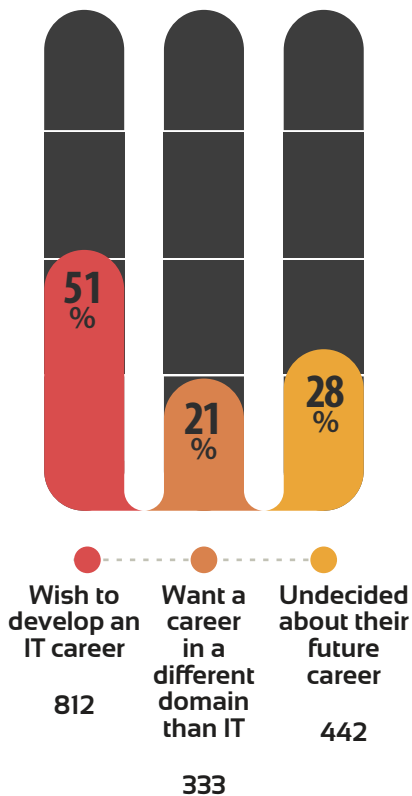- **9** of them had taken an IT course before

- **45** decided to begin other networking courses in the next 6-12 months
- **9** respondents have not made their minds up in this regard
- **9** of them do not want to start a new course in the next 6-12 months

Top technologies of interest for the 45 respondents are:

- network security
- network infrastructure (routing&switching)
- wireless
- linux

51% — **Wish to develop an IT career** — 812

21% — **Want a career in a different domain than IT** — 333

28% — **Undecided about their future career** — 442

1587 respondents

412 high school students

1175 students from Romanian universities- almost 70% of them are from technical universities.
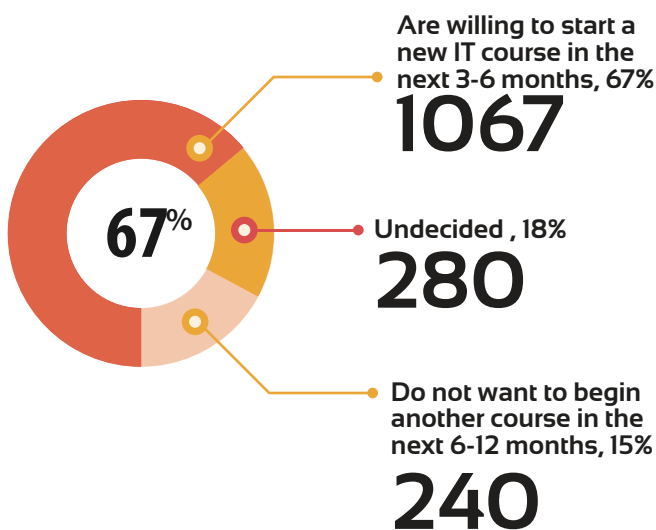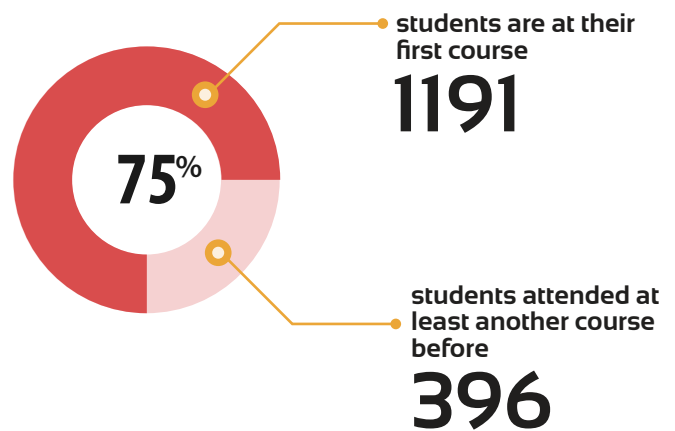
412 students out of 1587 are enrolled in the "Credis in schools and high schools" nationwide program, while 1175 students come from public and private universities - most of them from technical universities.

21% of the respondents do not think to pursue an IT career, while over 51% respondents wish to pursue an IT career.

A percentage of 28% of the respondents did not decide yet if they want an IT career. Their indecision was motivated through the lack of information about the opportunities in this domain, and also by the fact that they do not know what an IT career involves and if they measure up to the requirements.

STUDENTS (~45%)

Out of 1587 respondents 1191 (75%) had the NetAcad course as the first ever IT course outside their formal education (schools, universities, etc) while 25% - about 396 students - had been enrolled at least in one other IT class before.

75%

students are at their first course
1191

students attended at least another course before
396

Are willing to start a new IT course in the next 3-6 months, 67%
1067

67%

Undecided , 18%
280

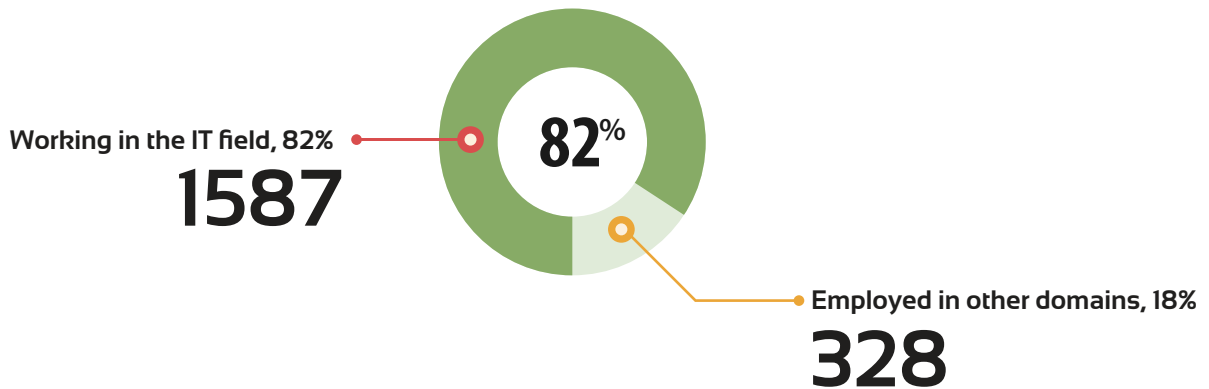Do not want to begin another course in the next 6-12 months, 15%
240

Almost 65% of all the respondents found out from friends, colleagues or relatives about the importance and necessity of having IT knowledge in order to obtain any job (even non- IT jobs). More than 53% of them realized the value of Cisco courses and certifications in all jobs related to network communications.

Over **1000** surveyed people - about **67%** respondents expressed their wish to continue their personal and professional development by taking other IT courses in the near future (**6-12** months). There are small differences in numbers between two almost equal groups: those who decided about their future IT career path and those who did not.

Top technologies of interest are Cisco CCNP and CCNP Security, followed by Microsoft Server Administration and then Linux, Java and Web design.

Working in the IT field, 82%
1587

82%

Employed in other domains, 18%
328

The third category is also the largest one and includes 2000 graduates who are currently employed.

The first conclusion is that 54% of the surveyed employees- about 1915 people are employed at the moment of this survey.

Those 1915 employees can be divided in two categories:

- first category which includes 328 respondents who are not working in the IT field- about 18% of the employees surveyed.

- second category which has 1587 people who are employed in the IT sector- about 82% of them.

For the 328 respondents who are not working in the IT domain, the courses taken at Credis Academy were not related with the current job requirements and were taken only for personal development.
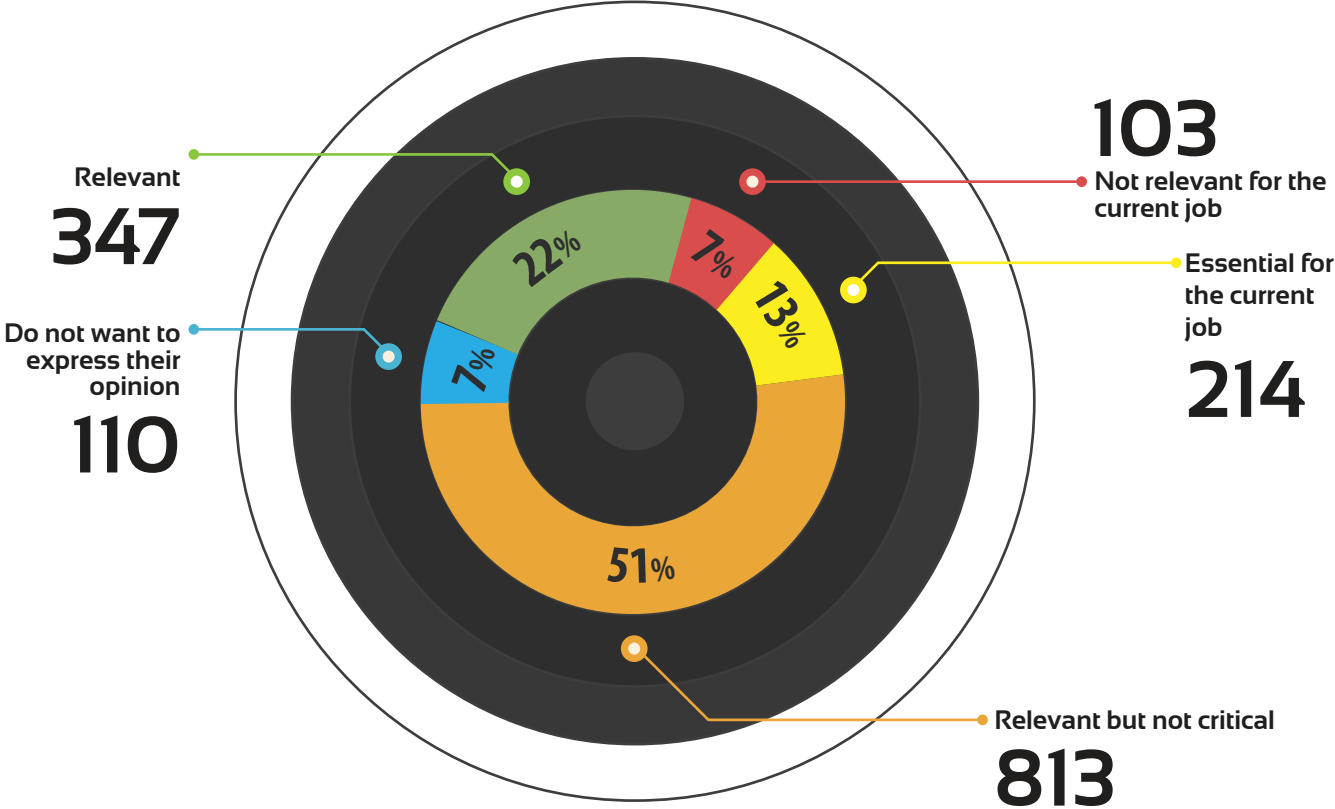
The majority of respondents are aware they can use the knowledge and IT skills learnt here for future job opportunities: the promotion process in the current company or a job change to another organization.

Approximately half of the respondents were at the time of this survey at their first IT course. For those who participated at least at one course of Credis Academy, this research indicates a better view of the IT programs and opportunities that this kind of training offers to graduates, even outside the IT field.

36% of the interviewed employees are aware of the significance of an international certification in the recruitment and promotion processes.

To what extent Cisco courses organized by Credis helped in starting an IT career or getting a better paid job

Relevant
347

Do not want to express their opinion
110

103
Not relevant for the current job

Essential for the current job
214

22%

7%

13%

7%

51%

Relevant but not critical
813

EMPLOYEES (54%)

"The impact of CISCO NETACAD in Romania" study was initiated in order to offer a better view and understanding regarding the way in which Cisco courses organized by Credis Academy were instrumental to the kick start of a successful IT career. Also we were interested in finding out how classes influenced the promotion process of participants who were already working on an IT position at the time of the course.

At this part of the enquiry responded:

1587 IT employees who were divided in:

214 respondents, almost **13%** - who confirmed that the courses decisively contributed in their getting the current job

813 respondents – about **51%** who confirmed that the courses had a significant contribution in their getting the current job, be it a new job in a different company or advancing to a better position.
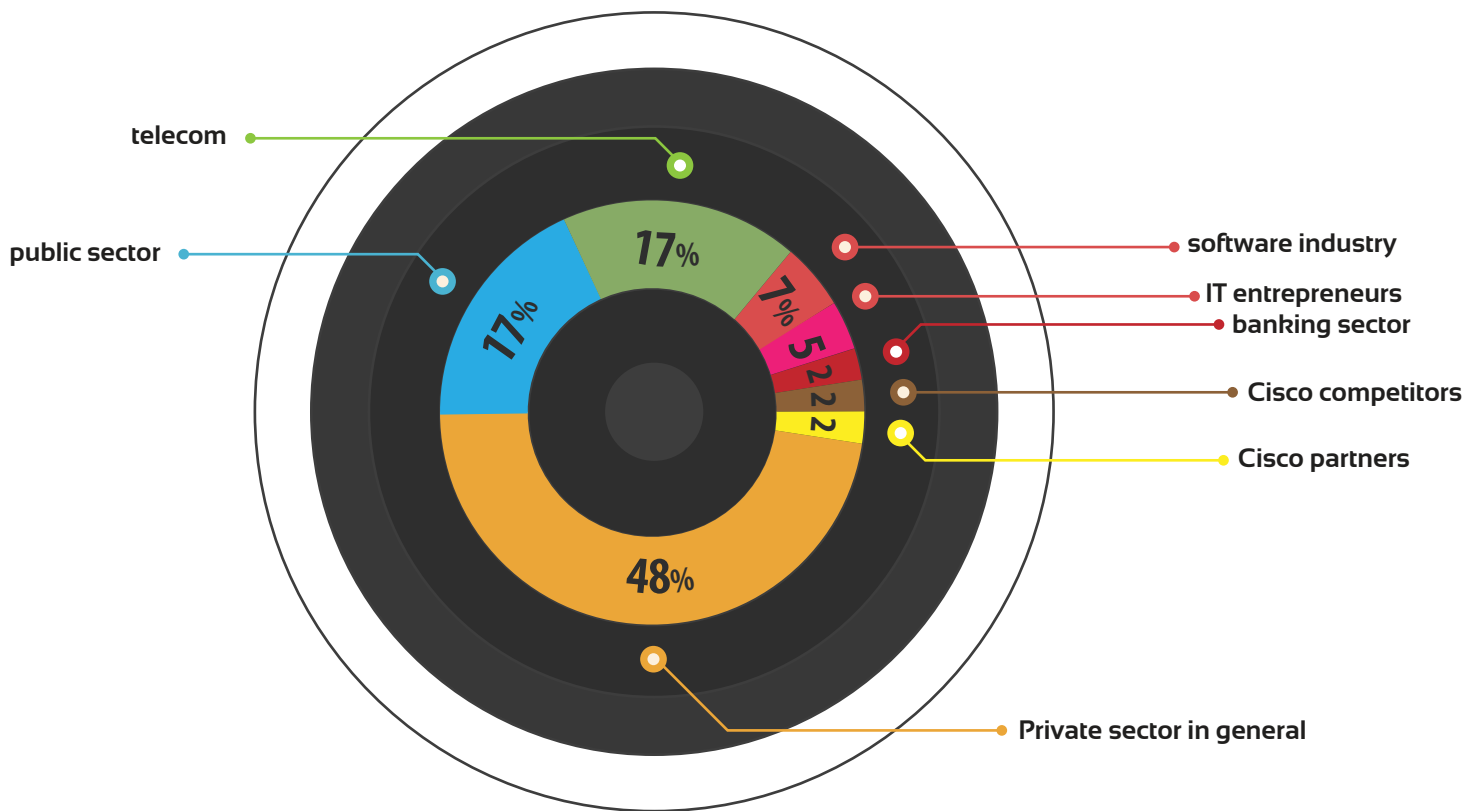
For a small amount of respondents, the Cisco courses and the international certificates were contributing to a new job outside of the country's borders.

7%- about **110** graduates did not want to express their opinion regarding the impact of Cisco Netacad course on their personal and professional development because they were only at the beginning of those courses and were unable to have an objective point of view.

Other **22%**- about **347** respondents considered Cisco courses not being useful for the current job, but they did not exclude the possibility of using the IT competencies for future opportunities.

Less than **7%** - almost **103** students dimmed classes as useless for their current job and were not optimistic about using the IT competencies in the future.
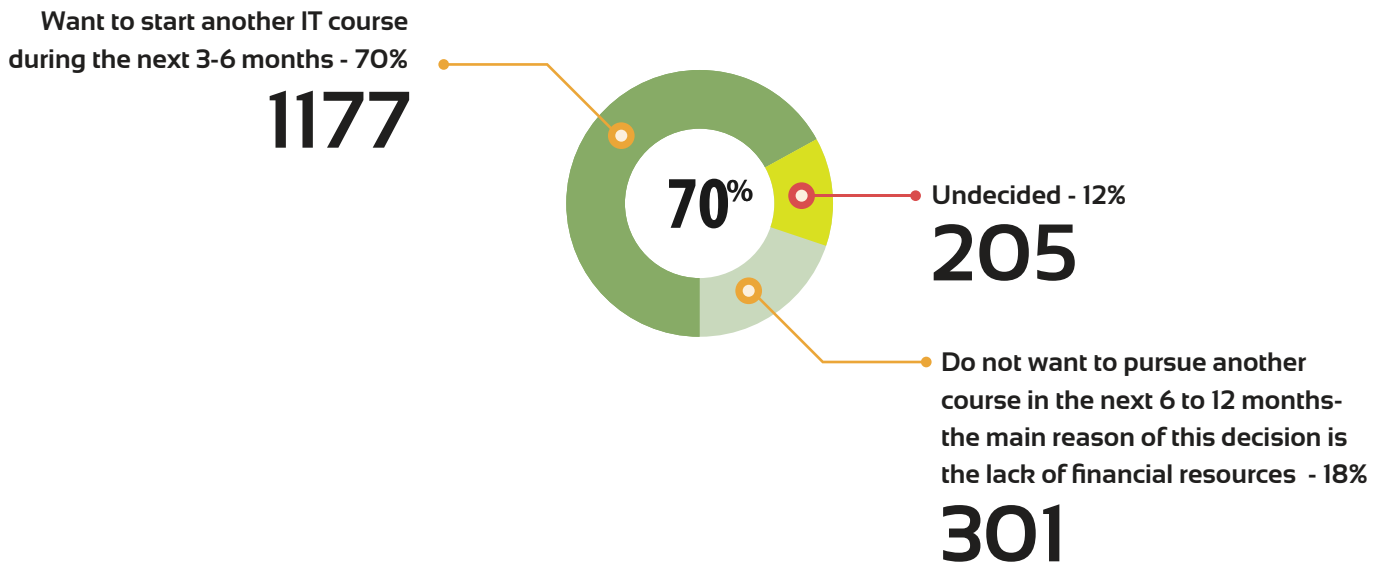
EMPLOYEES (54%)

telecom
public sector
software industry
IT entrepreneurs
banking sector
Cisco competitors
Cisco partners
Private sector in general

17%
17%
7%
5 2 2
48%

The bellow lines are going to present the structure of labor market for those who are working in the IT industry:

- **2%** of them are working for Cisco partners, while other **2%** are working for Cisco competitors

- **2%** of the surveyed employees are employed in the banking domain, while a percentage of **5%** of them became IT entrepreneurs.

- almost **7%** are working in companies in the software industry in Romania

- **17%** are employed in the public sector

- other **17%** of them are employed in the telecom industry

- **48%** respondents are employed in small, medium and big companies in all the verticals of the private sector market

EMPLOYEES (54%)

Want to start another IT course during the next 3-6 months - 70%
1177

70%

Undecided - 12%
205

Do not want to pursue another course in the next 6 to 12 months- the main reason of this decision is the lack of financial resources - 18%
301

Out of 301 respondents from the 1587 IT employees –18% of them - do not want to pursue another course in the next period of time (6-12 months), while 205 persons - 12% - did not decide yet.

The majority of the IT employees 70% - 1177 respondents - wish to pursue at least one additional course in the near future (3-6 months) and top of technologies of interest are Cisco CCNP, CCNP Security followed by Microsoft Server Administration, Linux and then data center and virtualization classes.

On the last positions are Cisco VoIP, Juniper and other courses offered by other vendors.

CONCLUSIONS

Cisco Netacad is the most widespread IT educational program by any private company. Every year, over 1 million students take at least one NetAcad course in one of over 10 000 academies globally.

This survey's results positively demonstrate the importance of graduating from alternative (non formal) education programs for persons wishing to pursue an IT career.

Judging not only from job announcements but from the candidates' own experiences, NetAcad courses and certifications are decisive criteria for getting IT jobs, with only 2% of all time graduates being unemployed in these times of recessions and crisis.

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Questions regarding the research should be directed to Credis Academy -

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