

Enrollment Directions for Air Force Culture and Language Center (AFCLC) Courses

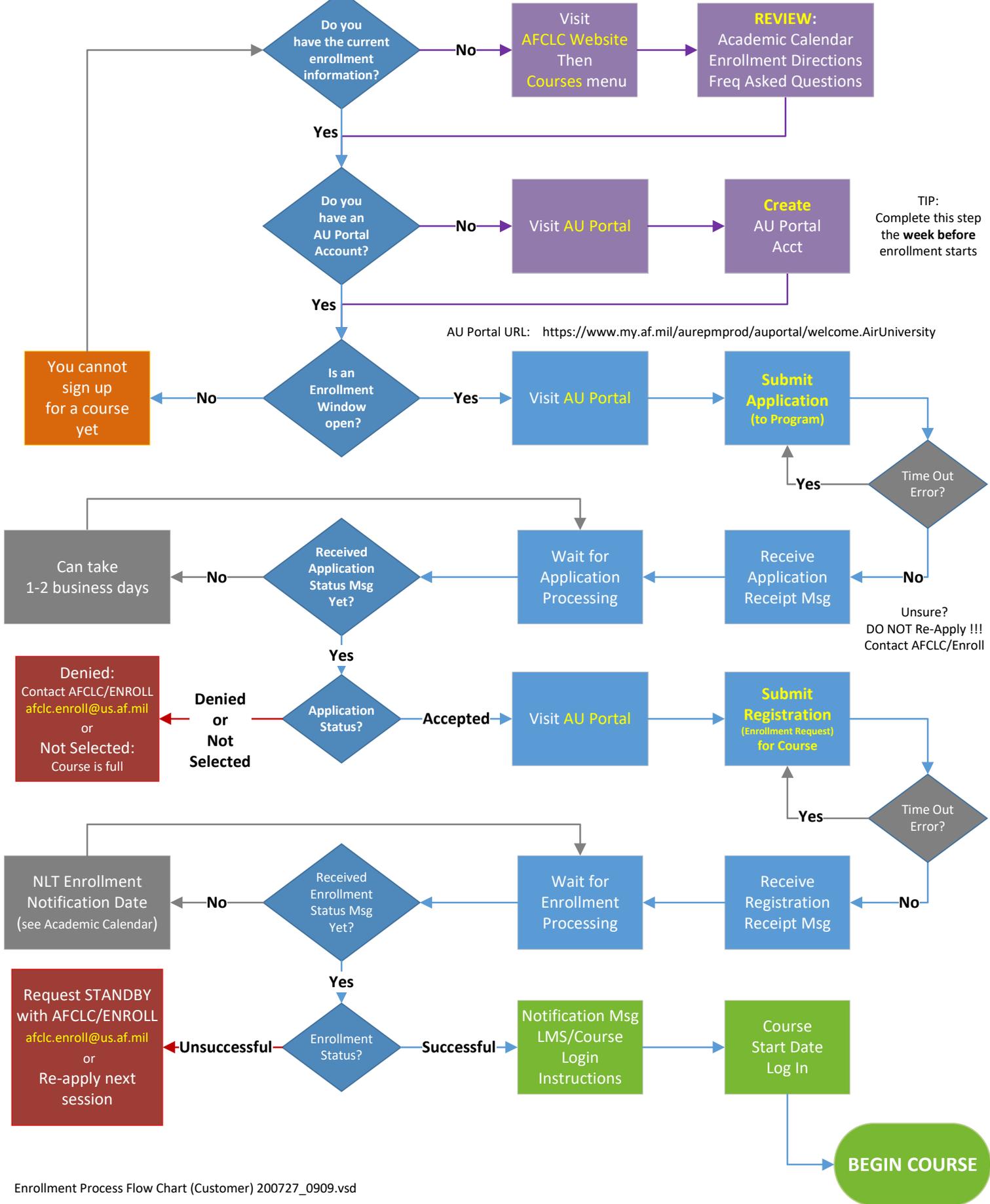
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NOTE: Before getting started, you may come across some latency delays (time out issues) within AU Portal. Unfortunately we do not have a lot of control regarding this, and we ask that you refresh your browser if you start having difficulties proceeding to the next screen.

How to sign up for AFCLC's CCAF Credit Courses

AFCLC Courses URL: <https://www.airuniversity.af.edu/AFCLC/courses>



TIP: Complete this step the week before enrollment starts

AU Portal URL: <https://www.my.af.mil/aurepmprod/auportal/welcome.AirUniversity>

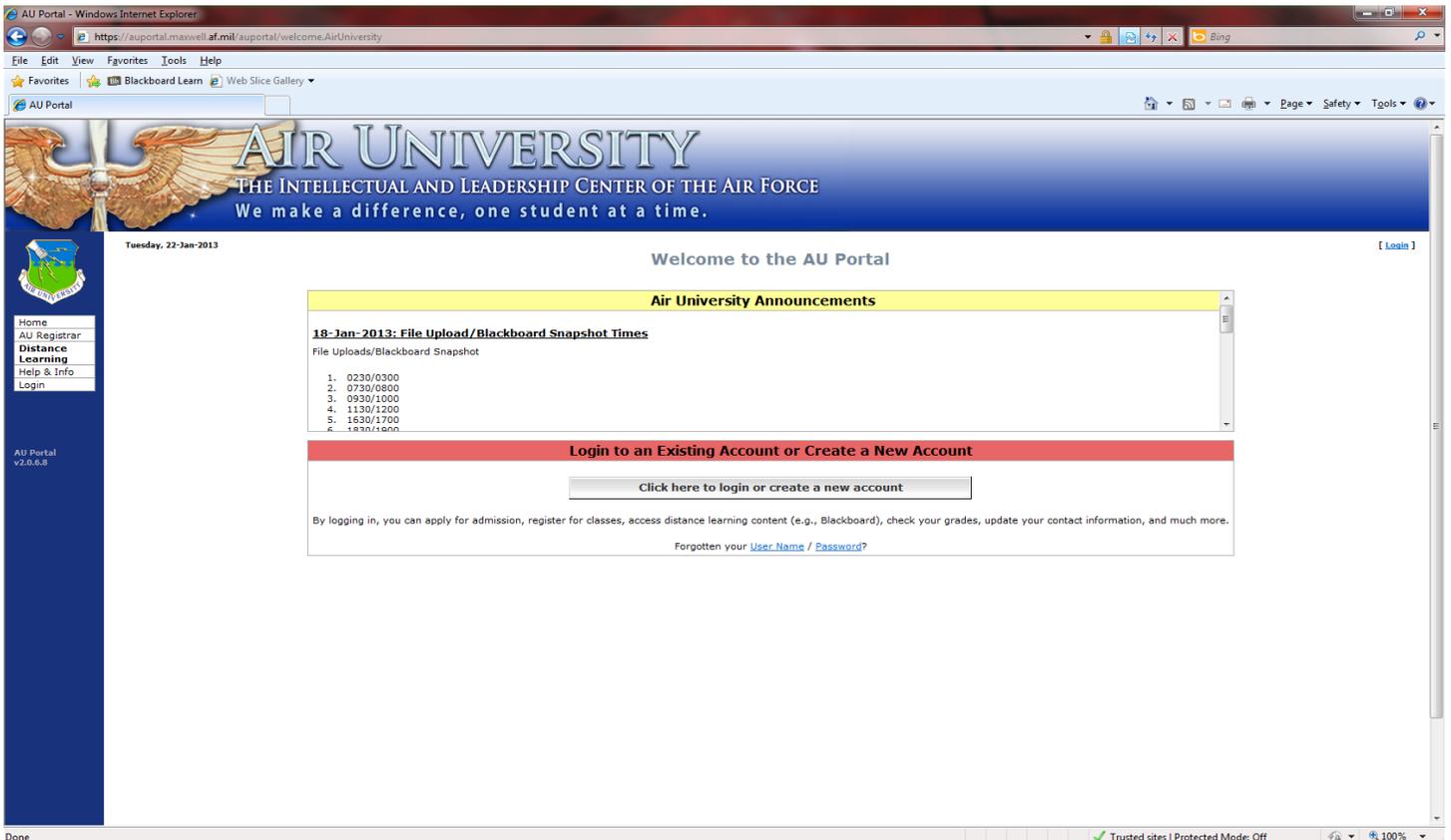
Unsure? DO NOT Re-Apply !!! Contact AFCLC/Enroll

I. Establish account / login to the AU Portal (CAC ACCESS ONLY)

A. How to go directly to the Air University (AU) Portal:

1. AU Portal HOME PAGE URL: <https://www.my.af.mil/aurepmprod/auportal/welcome.AirUniversity>
2. This will take you to the AU Portal via the Air Force Portal: "Welcome to the AU Portal"

NOTE: Manual Navigation to AU Portal: Login to **Air Force Portal** with your **CAC**. On the home page go to "**Quick Links**". Under "**Education/Training/Force Development**" heading, click on the "**Air University Portal(.mil)**" link. From there, follow the enrollment directions below.



B. How to login to the AU Portal with an existing user account:

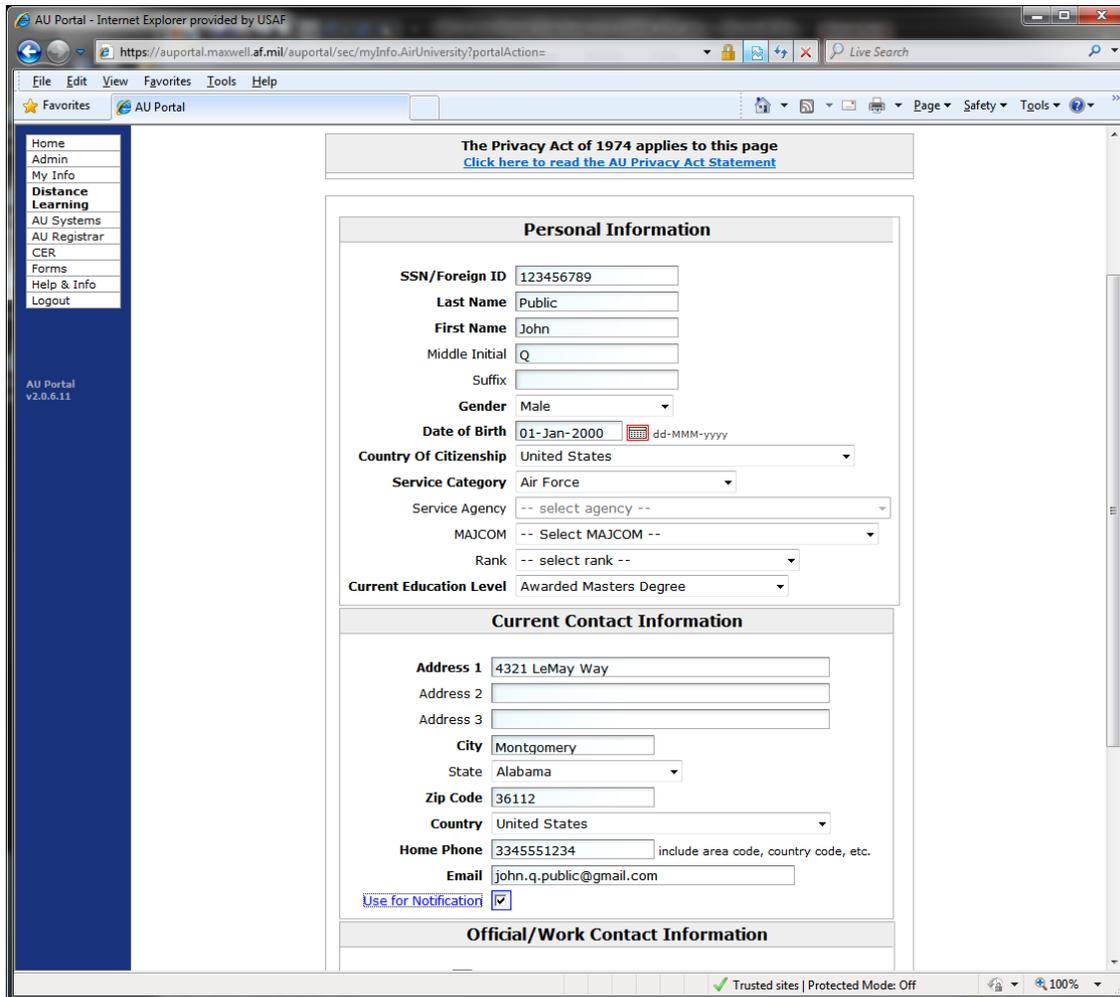
1. On the AU Portal home page
2. Click on the "**Click here to login or create a new account**" button
3. This will take you to the "**Air University Login**" page
4. Click the "**Log In**" button.

C. To create a user account:

1. On the AU Portal home page
2. Click on the "**Click here to login or create a new account**" button
3. This will take you to the "**Air University Login**" page
4. Click the "**Create Account**" button
5. Select your Certificate and enter your pin
6. Review and update your personal information and hit submit.
7. **Once your account is created** you will be returned to the AU Portal home page.

D. After your AU Portal account is created you can confirm / update its information if needed

1. Hover over "**My Info**", then click either "**Account Info**" or "**Contact Info**".
2. You can establish / change your mailing or e-mail addresses, etc.
3. You'll need to **validate/update this information periodically**.



**** YOU MUST VALIDATE YOUR CURRENT MILITARY EMAIL THROUGH THE AIR FORCE GLOBAL ADDRESS BOOK (GAL)****

E. If you are unsure on how to locate your email try the following steps

1. Within Microsoft Outlook open the address book and type in your last and first name then press "**Go**"
2. Once your name is selected right click and then go to properties
 - a) Click "**E-Mail Address**" Tab
 - b) Locate SMTP E-mail Address (Example: SMTP john.doe@us.af.mil, john.doe.2@us.af.mil)

F. Critical Information about your AU Portal Account

1. To find your **AU Portal "User Name"** go to the AU Portal home page.

In the navigation pane on the left side:

- a) Click on "**My Info**".
- b) Then select "**Account Info**".
- c) On the **Account Information** page you will find your "**User Name**" (e.g. john.q.public) .

2. Notification E-mail Address

- a) **Be Accurate**: The e-mail addresses you input in your AU Portal account will be used to send all the enrollment process notifications. Ensure you input them correctly and double check they are current and accurate. Otherwise, you **will not receive** critical messages such as **application acceptance** and **notification of enrollment**.
- b) **Have A Backup**: Your AU Portal profile allows you to input **2 different e-mail addresses** and select them both for notification. We recommend you do so to provide redundancy in case one of your addresses doesn't receive a message. We also encourage you to **include a NON .mil address** as one of the two entries to increase your likelihood of receiving notifications.
- c) **Think Long-Term**: The e-mail address you enter into the "**Current Contact Information**" section will be used by the Learning Management Systems (LMS) throughout the course. Based on other student's experience, if you wish to increase the likelihood of receiving notifications from the LMS during the course, put a **reliable NON .mil address in this field**.
- d) **Be On The Lookout**: Check your SPAM and Junk folders for messages from these system addresses:
AU Portal – auportal.support@us.af.mil
Canvas – canvas@hqau.af.edu
Note: These are TRANSMIT ONLY System Addresses, DO NOT send messages to them. No one will receive or read them.

II. How to apply for admission to the Culture, Region and Language (CRL) Program:

NOTE: Once your application has been received, **do not re-apply!** Doing so will effectively move you to the **end of the line**.

NOTE: If you are applying under the **PROJECT WARRIOR** program, contact AFCLC/ENROLL (via afclc.enroll@us.af.mil), identify yourself, and state your intention to apply under this program.

A. Is an enrollment window open? Find out here: <https://www.airuniversity.af.edu/AFCLC/> then "Courses" menu

B. Start at the AU Portal home page

1. In the navigation panel on the left
2. Select "**Distance Learning**"
3. Select "**Culture & Language Center**"
4. Click on "**Apply**"

The screenshot shows the Air University Portal homepage in a Windows Internet Explorer browser. The page features the Air University logo and tagline: "THE INTELLECTUAL AND LEADERSHIP CENTER OF THE AIR FORCE. We make a difference, one student at a time." The date is Friday, 01-Feb-2013, and the user is BARBARA AITRY. The main content area is titled "Welcome to the AU Portal" and contains three sections:

- Contact Information Verification/Update:** A red banner with a link to update contact information.
- New and Existing Users:** A red banner with a link to apply for a program.
- Air University Announcements:** A yellow banner with a link to file uploads and Blackboard snapshots.

The left navigation panel includes links for Home, Admin, My Info, Distance Learning, AU Systems, AU Registrar, CER, Forms, Help & Info, and Logout. The "Distance Learning" section is expanded, showing links for Online Master's Degree Program (OLMP), ACSC Non-Master's Distance Learning Program (NMP), AWC, ALS, NCO Academy, SOS DL, Culture & Language Center, AF Human Resource Management, School Virtual Campus, Course Catalogs, and Blackboard.

The "Air University Announcements" section includes a link to "18-Jan-2013: File Upload/Blackboard Snapshot Times" and a list of times for file uploads/Blackboard snapshots:

1. 0230/0300
2. 0730/0800
3. 0930/1000
4. 1130/1200
5. 1630/1700
6. 1830/1900
7. 2020/2100

The "02-Jan-2012: Blackboard Link" section provides the proper URLs for logging in to the Air University Blackboard pages:

- ACSC - <http://accs.blackboard.com>
- AFCLC - <http://afclc.blackboard.com>
- AFF (Fellows) - <http://aff.blackboard.com>
- AFIT - <https://afit.blackboard.com>

5. This will take you to the "[Apply for Admission](#)" page
6. In the "[Step 1](#)" section
7. Click on "-- [Select a Curriculum](#) --" in the drop down dialog box
8. Select the desired AF Course Number

MAFCLC002 = Introduction to Culture (ITC)

MAFCLC003 = Introduction to Cross-Cultural Communication (CCC)

It should look something like this:

Home
Admin
My Info
Distance Learning
AU Systems
AU Registrar
CER
Forms
Help & Info
Logout

Thursday, 21-Feb-2013

Apply for Admission

Step 1

Select the curriculum for which you wish to apply.

-- Select a Curriculum --
-- Select a Curriculum --
AU014 - MAFCLC002 13BF

AU Portal v2.0.6.9

NOTE: If the Enrollment Window IS open, but no curriculum is displayed, contact AFCLC/ENROLL (via afclc.enroll@us.af.mil), identify yourself and any offerings of this course you have applied/registered for previously.

9. Once a curriculum is selected the "[Check for Eligibility](#)" button will appear.

Home
Admin
My Info
Distance Learning
AU Systems
AU Registrar
CER
Forms
Help & Info
Logout

Thursday, 21-Feb-2013

Apply for Admission

Step 1

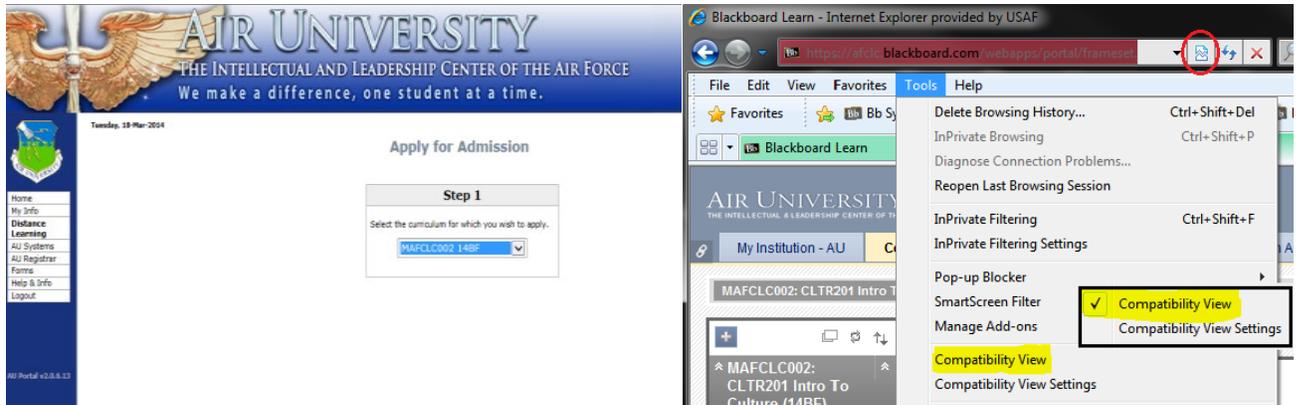
Select the curriculum for which you wish to apply.

AU014 - MAFCLC002 13BF

Check for Eligibility

AU Portal v2.0.6.9

10. Click the "Check for Eligibility" button to make the "Step 2" section appear.



NOTE: In Internet Explorer, if you select the course but do not see the "Check for Eligibility" button – try adjusting the Compatibility View: press ALT > Tools > Compatibility View Settings. You may have to add/remove the domain from the Compatibility View list. This might make the next step appear.

11. If your personal data **is not** up-to-date (at Step 10 above) you will see a "Next" button

a) Click the "Next" button

b) This will take you to the "Personal Information" page

c) **Ensure all blocks with bolded titles are filled in correctly.** You will not be able to proceed otherwise.

Note: The e-mail address(es) you have marked "Use for Notification" on this page is where you will receive all e-mail notifications.

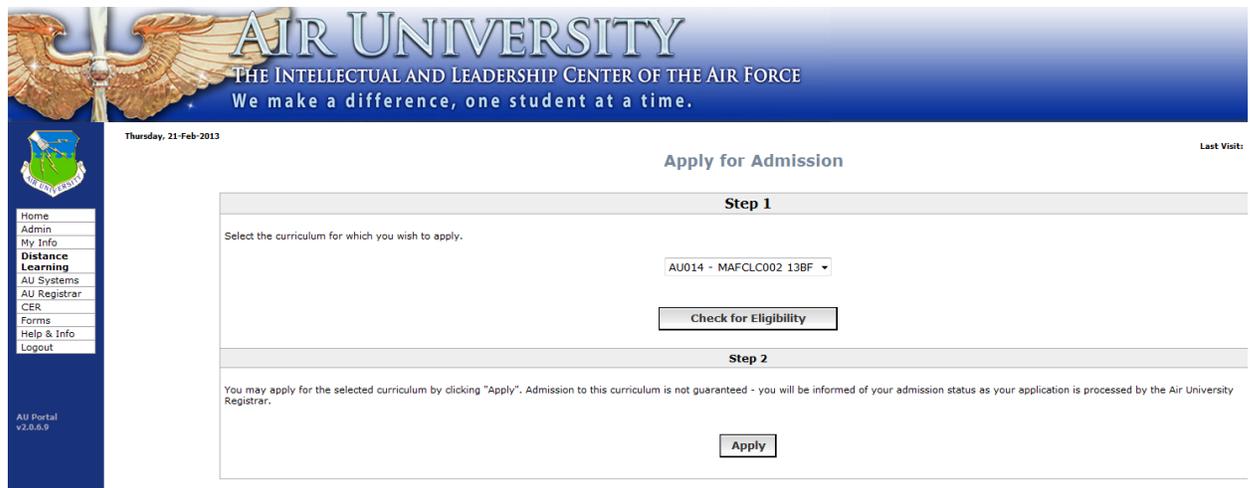
d) When you have completed all the items in the "Personal Information" page, click the "Save" button at the bottom of the page

e) This will make the "Step 2" section appear.

12. In the "Step 2" section

a) If your personal data **is** up-to-date in the system you will see an "Apply" button

b) Click the "Apply" button



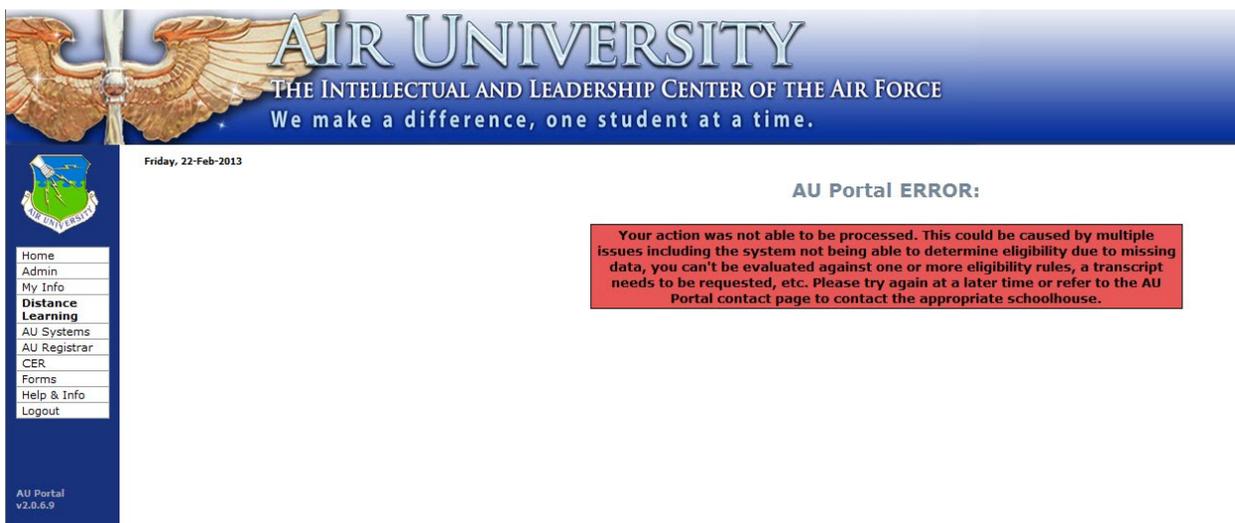
13. Time-Out (Latency) Error

- a) You may experience a perpetual delay in response by AU Portal due to the number of people applying for the program concurrently.
- b) If you see the following "**AU Portal Error**" message the system has probably timed-out:
"Your action was not able to be processed. This could be caused by multiple issues including the system not being able to determine eligibility due to missing data, you can't be evaluated against one or more eligibility rules, a transcript needs to be requested, etc. Please try again at a later time or refer to the AU Portal contact page to contact the appropriate schoolhouse."
- c) In addition to the criteria listed within it, this message appears when the **system is unable to 'keep up'** with the number of applications being submitted simultaneously.
- d) **Solution:** Ensure your AU Portal information is complete and accurate. Then keep refreshing your browser and trying the "**Check for Eligibility**" and/or "**Apply**" buttons until the "**Received**" step occurs.



The screenshot shows the top of the AU Portal with the logo and tagline. Below the header, the date is Wednesday, 06-Mar-2013. The main heading is "Apply for Admission". Underneath, there is a section titled "Step 1" with the instruction "Select the curriculum for which you wish to apply." A dropdown menu shows "AU014 - MAFCLC002 13BF". Below the dropdown is a "Check for Eligibility" button. At the bottom of the form area, the error message is displayed: "Your action was not able to be processed. This could be caused by multiple issues including the system not being able to determine eligibility due to missing data, you can't be evaluated against one or more eligibility rules, a transcript needs to be requested, etc. Please try again at a later time or refer to the AU Portal contact page to contact the appropriate schoolhouse."

OR



The screenshot shows the AU Portal header with the logo and tagline. Below the header, the date is Friday, 22-Feb-2013. On the left side, there is a navigation menu with links: Home, Admin, My Info, Distance Learning, AU Systems, AU Registrar, CER, Forms, Help & Info, and Logout. At the bottom left, it says "AU Portal v2.0.6.9". In the center of the page, there is a red box with the text: "AU Portal ERROR: Your action was not able to be processed. This could be caused by multiple issues including the system not being able to determine eligibility due to missing data, you can't be evaluated against one or more eligibility rules, a transcript needs to be requested, etc. Please try again at a later time or refer to the AU Portal contact page to contact the appropriate schoolhouse."

14. Once your application has successfully been submitted
 - a) You will see an "**Application Received**" message within the browser.
 - b) The system will also send you an e-mail message announcing your application was received.
 - c) **Until you receive** one of these messages, **do not assume** your application has been submitted.
 - d) **Once you receive** one of these messages, **do not reapply!** Doing so will effectively **move you to the end of the line** of applications.

*PLEASE NOTE - receiving this notification **does not mean you are enrolled in the course.** It **ONLY** means your application has been recorded by the system.*



The screenshot shows the Air University website header with the logo and tagline: "AIR UNIVERSITY THE INTELLECTUAL AND LEADERSHIP CENTER OF THE AIR FORCE We make a difference, one student at a time." Below the header is a navigation menu with links: Home, Admin, My Info, Distance Learning, AU Systems, AU Registrar, CER, Forms, Help & Info, Logout. The main content area displays a notification titled "Application Received" with the following text: "We have received your application for admission for the following curriculum. AU014 - MAFCLC002 13BF. We will notify you by email at the address you provided once your application is processed." The footer of the page indicates "AU Portal v2.0.6.9".

15. Once you have **successfully submitted an application** to the CRL program
 - a) We will **review your application** and notify you if you are accepted, denied, not-selected or if additional information is required to complete our review.
 - b) The average "**turnaround**" time for application processing is 1-2 business days.
 - c) If you receive an **application selected** message, your application is being processed and you should expect an application status message soon thereafter.
 - d) If you receive an **application accepted** message you have met the criteria to participate in the CRL program and **must then** go back to the AU Portal and **REGISTER** (i.e. **submit an enrollment request**) for the specific course you desire. To better your chances, you should **do this immediately!**
 - e) If you receive an **application denied** message your records indicate you do not meet the criteria. If you believe you do, contact AFCLC (via afclc.enroll@us.af.mil) for further information.
 - f) If you receive an **application not selected** message it means the number of applications submitted was so far in excess of the available seats that yours was not processed.

Note: We accept applications until the Application Window has closed. However, once the course has filled up we will stop 'processing' applications and if the volume of applications grows too large we may close the Application Window early.

III. How to Register (Submit an Enrollment Request) for an AFCLC Course:

Note: You will not be able to register until your application has been processed into the CRL program.

- A. Start at the AU Portal home page, which says "**Welcome to the AU Portal**"
 - 1. Select "**Distance Learning**"
 - 2. Select "**Culture & Language Center**"
 - 3. Click on "**Register**"
 - 4. This will take you to the "**Register for Courses**" page
 - a) In the "**Drag the courses...**" section
 - b) The drop down dialog box should display one of the following (should match application):
 - AU014 – MAFCLC002 21AF
 - AU014 – MAFCLC002 21BF
 - AU014 – MAFCLC003 21AC
 - AU014 – MAFCLC003 21BC
 - c) The AF Course (Program) Number indicates:
 - MAFCLC002 = Introduction to Culture (ITC)
 - MAFCLC003 = Introduction to Cross-Cultural Communication (CCC)
 - d) The trailing "Term" code indicates:
 - 21AF = FY2021, "A" Fall Session, "F" Flexible Schedule ITC
 - 21BF = FY2021, "B" Spring Session, "F" Flexible Schedule ITC
 - 21AC = FY2021, "A" Winter Session, "C" CCC Course
 - 21BC = FY2021, "B" Summer Session, "C" CCC Course

Friday, 22-Feb-2013

Register for Courses

Drag the courses up and down to order them according to your preference (first choice topmost, etc).

AU014 - MAFCLC002 13BF

Term	Registration Begins	Registration Ends	Classes Begin	Classes End
13BF.Spring.2013.ITC.Flex	21-Feb-2013	22-Mar-2013	28-Mar-2013	03-Jul-2013

Please select the term for which you wish to register.

5. In the "Term" section
 - a) **Click on the line with the term listed** with dates to the right. It will then be highlighted.
 - b) The term should look like one of these:
 - 21AF.Fall.2021.ITC.Flex
 - 21AC.Winter.2021.CCC
 - 21BF.Spring.2021.ITC.Flex
 - 21BC.Summer.2021.CCC
6. This will make the "Choice" section appear.
 - a) Confirm a "1" is entered in the text box
 - b) Click on the "**Submit Request For Enrollment**" button.

Friday, 22-Feb-2013

Register for Courses

Drag the courses up and down to order them according to your preference (first choice topmost, etc).

AU014 - MAFCLC002 13BF

Term	Registration Begins	Registration Ends	Classes Begin	Classes End
13BF.Spring.2013.ITC.Flex	21-Feb-2013	22-Mar-2013	28-Mar-2013	03-Jul-2013

You may register for 1 course for 13BF.Spring.2013.ITC.Flex

Choice	Course	Desc
1	MAFCLC002	CLTR201 Intro to Culture - Flex

Submit Request For Enrollment

AU Portal v2.0.6.9

NOTE- If you do not see the "submit" button – please follow the note after Step 10 on page 8 regarding Compatibility View

7. Time-Out (Latency) Error

- a) You may experience a perpetual delay in response by AU Portal due to the number of people applying for the program.
- b) If you see the following "**AU Portal Error**" message the system has probably timed-out: *"Your action was not able to be processed. This could be caused by multiple issues including the system not being able to determine eligibility due to missing data, you can't be evaluated against one or more eligibility rules, a transcript needs to be requested, etc. Please try again at a later time or refer to the AU Portal contact page to contact the appropriate schoolhouse."*
- c) In addition to the criteria listed within it, this message appears when the **system is unable to 'keep up'** with the number of applications being submitted simultaneously.
- d) **Solution:** Ensure your AU Portal information is complete and accurate. Then keep refreshing your browser and trying the "**Check for Eligibility**" and/or "**Apply**" buttons until the "**Received**" step occurs.

Friday, 22-Feb-2013

AU Portal ERROR:

Your action was not able to be processed. This could be caused by multiple issues including the system not being able to determine eligibility due to missing data, you can't be evaluated against one or more eligibility rules, a transcript needs to be requested, etc. Please try again at a later time or refer to the AU Portal contact page to contact the appropriate schoolhouse.

AU Portal v2.0.6.9

8. Once your registration has been successfully submitted:

- a) You will see an "**Enrollment Request Received**" message within the browser.
- b) The system will also send you an e-mail message announcing your registration was received.
- c) Until you receive one of these messages, do not assume your registration has been submitted.

IV. What happens now that your application has now been accepted into the CRL program and your registration has been submitted for enrollment in an AFCLC course?

Registrants will **be prioritized according to registration submission date/time**. Those who submitted earlier will have priority over those who submitted later. Registrants will be enrolled in this order up to the number of seats available in the course.

Please note: To maximize opportunities for all Airmen, those who **are already enrolled in another AFCLC course**, which runs simultaneously, **will be given a lower priority** than those who are not enrolled in any other AFCLC course.

We will send you a notification e-mail no later than the Enrollment Notification date (see Academic Calendar) announcing whether or not your enrollment request was successful. **If you were successful**, it will contain details on when you can login, where to login, and your username and your password.

If you receive an unsuccessful notification e-mail, it means either you did not register or there were not enough seats to allow your enrollment. However, if you did register there is still a possibility to participate, **see the "Standby Period" (NO SHOW) procedures** section below for more information.

IMPORTANT: "Standby Period" (NO SHOW) Procedures

What if you registered but are not successfully enrolled in the course?

We will send you an "Enrollment Unsuccessful" message, which will offer you the option to join a "Standby List" in case some students withdraw from the course or are NO SHOWs. **You MUST respond in the affirmative** to this message/offer to be included on the "Standby List". **Standby priority** is based on the order these response messages are received.

The "Standby Period" runs until the end of the second week (14 days) after the class start date.

During the Standby Period you should be ready to respond quickly to an invitation to join the course and begin your studies. Invitations will include reply deadlines to ensure a maximum number of 'seats' will be filled with responsive students.

IMPORTANT: "Enrollment Confirmation" (NO SHOW) Procedures

If you are successfully enrolled in a course you MUST login to the Canvas LMS, access the course and **complete ALL the pre-course events** by the Enrollment Confirmation Date, which is the 7th day after the Class Beginning date. If you have not completed these items by the end of the first week, you will be considered an enrollment NO SHOW and MAY be removed from the course. **IF** you are removed from the course, you will receive an email from us stating you have been removed and why.

Note: Don't worry! You don't need any advanced preparation for the pre-course events. As orientation and program evaluation tools they are a requirement to participate, but they are **not part of your grade**.

AFCLC Academic Calendar Date Definitions*

Event	Description
Enrollment Window Opens	First Day to Submit Your Application
Enrollment Window Closes	Last Day to Submit Your Application
Enrollment Notification	Date Enrollment Notifications Will Be Sent Out
Class Begins	First Day you can Access the Course
Class Ends	Last Day to Submit All Course Work or be Incomplete
Academic Session Ends	Last Day of the Academic Session

*See the separate AFCLC Academic Calendar downloadable file at <https://www.airuniversity.af.edu/AFCLC/>, then "**Courses**" menu, then "**3C Courses (CCAF Credit)**" item, then "**View Course Details**" link for the specific dates for each class/session.

Terms Defined:

Enrollment Window – a window of time during which personnel can apply for admission to the CRL program and register (request enrollment) for a specific AFCLC course.

PLEASE NOTE: Courses will ONLY appear as an enrollment option during their specific window. Otherwise, you will NOT see the course as an enrollment option and cannot apply for a course outside of the enrollment window.

Dates for specific courses and their enrollment windows can be found at the AFCLC website:

<https://www.airuniversity.af.edu/AFCLC/> then “**Courses**” menu

Application for Admission – process for determining the eligibility to participate in the CRL program
Application Status Notification – announcement of acceptance, denial or non-selection of application
Accepted Application – indicates applicant meets requirements to participate in the CRL program
Denied Application – records indicate applicant does not meet requirements to participate
Not Selected Application – not processed because number of applications far exceeds seats available
Registration/Enrollment Request – an applicant's request to participate in an AFCLC course
Enrollment Notification – announcement of successful (or unsuccessful) enrollment request
Successful Enrollment – indicates seats are available for an applicant
Unsuccessful Enrollment – indicates no more seats are available for an applicant
Enrollment Confirmation Deadline – date by which student must complete the pre-course activities
NO SHOW – enrolled student who does not complete the pre-course activities within the 1st week
STANDBY – unsuccessful enrollee who is 'standing by' to take the seat of a NO SHOW