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

Do you have the current enrollment information? 
Yes → Visit AFCLC Website then Courses menu
No → Visit AFCLC Website

Do you have an AU Portal Account? 
Yes → Visit AU Portal
No → Create AU Portal Acct

Is an Enrollment Window open? 
Yes → Visit AU Portal
No → You cannot sign up for a course yet

Can take 1-2 business days

Received Application Status Msg Yet? 
Yes → Wait for Application Processing
No → Request STANDBY with AFCLC/ENROLL afclc.enroll@us.af.mil or Re-apply next session

Unsuccessful
Successful → Notification Msg LMS/Course Login Instructions → Course Start Date Log In

Time Out Error? 
Yes → Unsuccessful
No → Accepted

Denied or Not Selected:
Course is full

Wait for Enrollment Processing
Received Enrollment Status Msg Yet? 
Yes → Notification Msg LMS/Course Login Instructions → Course Start Date Log In
No → Wait for Enrollment Processing

Denied: Contact AFCLC/ENROLL afclc.enroll@us.af.mil
Not Selected:
Contact AFCLC/Enroll

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

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

TIP: Complete this step the week before enrollment starts

BEGIN COURSE
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"
   

![Image of AU Portal login page]

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@maxwell.af.mil
      Canvas – canvas@au.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"
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:

   ![Apply for Admission](image1)

   **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.

   ![Apply for Admission](image2)
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.
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.

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.
   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. What happens now that your application has been accepted into the CRL program? 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 there were not enough seats to allow your enrollment. However, 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 your application was processed but you 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*

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

*See the separate AFCLC Academic Calendar downloadable file at [https://www.airuniversity.af.edu/AFCLC/](https://www.airuniversity.af.edu/AFCLC/), then “Courses” menu, then “ITC” or “CCC” item, “Upcoming Course Dates” section 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 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/](https://www.airuniversity.af.edu/AFCLC/) then “Courses” menu, choose “ITC” or “CCC”

**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

**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