

AIR COMMAND AND STAFF COLLEGE CLASS 21A INTERNATIONAL OFFICER SCHOOL (IOS) REPORTING INSTRUCTIONS FOR STUDENTS

***Please note: These instructions include only the basic information you need to know to get started, you will receive in-depth information and briefs upon your arrival and during in-processing.**

I. 10 Things You Need to KNOW Before You Arrive:

1. Contact information for IOS:

E-mails: au.imso@us.af.mil

or ios.student.operations@us.af.mil

Dialing international – 00+1+334-953-6915

Dialing within the U.S. during duty day/hours (M-F, 0730 – 1630 CST) – 1-334-953-6915

Dialing within the U.S. 24 hours a day and/or for immediate assistance – 1-334-953-7474 (Ask to be connected to the IMSO or an IOS representative)

Our website - <http://www.airuniversity.af.edu/IOS/>

- 2. As soon as you have your departure/arrival information contact IOS via e-mail – ios.student.operations@us.af.mil and/or if anything changes while enroute phone 1-334-953-7474 (Ask to be connected to the IMSO or an IOS representative).**
- 3. If you will receive a monthly living allowance from the U.S., be aware that your first payment will not occur until 45 – 60 days after course start date. Plan accordingly and bring enough funds for this period.**
- 4. Don't rush to sign any legally binding contracts/documents – housing, cars, etc. Discuss with IOS if you have concerns. Students receiving travel and living allowance (TLA) from the US: – IOS must review your lease before you sign; if we don't, your pay could be in jeopardy.**
- 5. For family members, consider buying real medical insurance, an example is Blue Cross/Blue Shield, instead of "traveler's" insurance. Real medical insurance is more expensive than travelers insurance, but it is less likely to have rejected claims resulting in bills not paid by the insurance company. Travelers insurance may only cover emergencies, not routine and urgent care. If not covered by the insurance company or your country, you will be responsible for the bills. For your family to be put on your Invitational Travel Order (ITO), they must be medically covered by insurance. This coverage can be provided by you or your country, and it must be compliant with Department of Defense rules.**
- 6. Public school assignment is based on where you reside. Don't sign a housing lease until you know more about the school your child/children will attend. Plan to personally visit the school(s) your children may attend. If you don't like the school, don't live in the neighborhood. See # 4 above. Deciding you don't like a school after you have signed a lease does not justify breaking the lease contract. Depending upon the source of ratings, Montgomery area public schools do not rank very high. If you have children, deciding where you live should be dictated by the school(s) that service your neighborhood.**
- 7. Bring translated copies of all your children's school records. Make sure they go into detail about specific grades, courses, and scores. Extra documentation is better than not enough. Bring translated copies of all your children's immunization/shot records.**
- 8. If your family arrives after you, do not schedule their arrival during the timeframe 11 – 16 Jul. The class will travel during those dates and return in time to prepare for graduation and then graduate. You will not be available to meet them at the airport and transport them to your house/apartment.**
- 9. Master's Degree Program. International officers are invited to attend Professional Military Education (PME). Those who satisfactorily complete requirements will graduate and earn a diploma. International students who desire to apply, and qualify for admission, can also participate in the master of military operational art and science degree program while attending ACSC. Students must hold a U.S. Bachelor's Degree or its equivalent and meet English language proficiency requirements. For those requiring language testing per DSCA policy**

memorandum, the TOEFL must be taken no later than **7 May 21**. For those needing academic credential evaluations, student academic documents must be submitted to an accredited credentialing service no later than **7 May 21**. Detailed instructions regarding admission requirements and the application process can be found on the Air University Registrar web site at <http://www.airuniversity.af.edu/> Specific questions can be sent to airu.admission@gmail.com

10. **Contact the officer(s) your country may already have at either ACSC or Air War College.** If you currently have an officer here at Air University, they will be able to give some practical first-hand advice on what to expect. Do keep in mind that age and number of family members accompanying you may create differences in individual housing, transportation, and schooling needs. If you don't know if your country has an officer here, contact IOS.

II. 5 Actions TO DO prior to arrival:

* For SCOs and Students -In order to accommodate your arrival, in-processing and compliance with COVID related social distancing guidelines, it is important to get a good email and phone number for each student. This will allow us to perform many tasks/share information prior to, and after, arrival in an electronic method versus in person. Please forward a good/current email and phone number to IOS.student.operations@us.af.mil NLT 30 days prior to the 10 May 21 report date.

** The following items in Section I provide instructions for completing actions and providing information prior to arrival at Maxwell AFB. In past years, these actions were conducted in person and upon arrival at IOS. With the need to maintain social distancing as much as possible, IOS has transitioned many of our processes to electronic means. Additionally, we are conducting activities earlier than a traditional in-processing period. This is designed to facilitate your transition to Air University and Maxwell AFB, while maintaining as much safety as possible for everyone.

Forms for transition:

Items 1 & 2 below are two forms with basic instructions for completing them. They are attached as separate files. After completing them, please email all items to IOS.student.operations@us.af.mil

Action 1 - Student Data Sheet (at least 14 days prior to report date on ITO)

- Fill in the requested information

Action 2 - Driving License Worksheet (at least 7 days prior to report date on ITO)

- Fill in the requested information
- This is an optional form, designed for those with driver's licenses that are not written in English. If necessary to present your driver's license, previous students have found that it is very helpful for those reading it.
- This does not replace a driver's license. It is not an official document, merely a useful aid to accompany an actual license.

Action 3 - Arrival Information (at least 7 days prior to departure):

Once you have a good travel itinerary, please scan/copy/photo a copy and email it to IOS.student.operations@us.af.mil

Action 4 - Phone number (at least 7 days prior to report date on ITO):

Please provide IOS with a good phone number that can be used in WhatsApp no later than 7 days prior to the first date of report window. At that time, we will build a group that includes all the students from your class and many of the staff and instructors at IOS. This allows us to push important information to you such as local emergency conditions, course schedule changes, assignment reminders. It also becomes very helpful for you to send private message to us in the event you have a travel delay or other incident while enroute from home to Alabama. Once the group is built, we will do a comm check with some basic guidelines of use for this official group. Most classes also self-organize groups for social purposes within a non-official group.

Action 5 - Bring your own Laptop

Students can bring their own laptop to use during the course. Required specifications and capabilities for these systems will be sent in a separate email to students. If a personal device does not meet the capabilities, IOS will issue a laptop for use during in-processing. In the email providing specifications, we will provide a point of contact at IOS to forward your need to use one of our computers.

III. 9 Things upon/after Arrival

1. Arrival:

- **Your arrival date must not be earlier than 24 May or later than 26 May**
- **If you arrive prior to 10 May, you will not have access to Maxwell AFB and IOS cannot support**
- Your arrival time should be between 0730-1630 Central Standard Time (CST)
- Your arrival airport should be Montgomery Regional Airport (MGM) – www.flymgm.com If you arrive at any other airport, IOS will not provide transportation/support.
- If IOS is aware of your arrival date/time, we will greet and transport you/your family to lodging. You will also be told when you should report to IOS to begin your in-processing.

If your arrival is delayed/changed for any reason, attempt contact with IOS (during duty day/hours) - internationally, dial 00+1+334-953-6915 / within the United States dial 1+334-953-6915 / e-mail IOS – ios.student.operations@us.af.mil. If after duty day/hours, call: internationally, dial 00+1+334-953-7474 or within the U.S. dial 1+334-953-7474, and request to speak to the International Military Student Officer (IMSO).

2. Lodging / Housing:

A. Upon Arrival

- **If you are traveling without family**, IOS reserves rooms for you in the base Visiting Officer Quarters (VOQ) prior to family arrival. Suitable VOQ are available for officers who don't bring family for the duration of your course. Unaccompanied officers receiving U.S. Government travel & living allowance (TLA) under the IMET or other security cooperation program must reside in the VOQ to receive TLA.
- **If you are traveling with family**, IOS can make arrangements at a suitable off-base hotel. VOQs are not available for officers arriving with children.

B. During Your Course

If you are authorized to live off-base, a good resource for finding a home or residence is the Maxwell AFB Housing Referral Office – <https://www.ahrn.com/maxwellafb.php> This service is provided free of charge to our military personnel. The base housing office can provide information on local housing options, to include home ownership and apartment or home rentals. Leases must be submitted to the IOS for review prior to signing contract. Please expect 1-2 days for the review to take place.

3. Reporting for In-processing:

- **We will provide a report time for your scheduled inprocessing appointment when we meet you at the airport.** If you are not met at the airport or are arriving by different means, contact IOS for your reporting time/appointment time. PLEASE BE ON TIME (not early/not late) so that we can maintain appropriate social distancing and numbers of personnel within facilities.
- **Report to IOS in uniform.**
- **Bring the following to inprocessing:**
 - Invitational Travel Order (ITO)
 - Passport and Visa
 - International Driver's License or Country/National License
 - Authorized Dependents Passport/Visa
 - Copy of Medical Insurance for Family Members
- **If you receive travel or living allowance from the U.S. Government, also bring the following:**
 - Copy of travel itinerary showing dates of travel and airports transited
 - Any receipts documenting reimbursable travel expenses (i.e. baggage fees, taxi, hotel)

4. Transportation, Driving in the U.S. or Obtaining a Personal Vehicle:

- **Public transport is extremely limited** within the Montgomery area and is not a viable option for those living off base. **Purchase or rental/lease of a vehicle is a practical necessity.**
- **On Base Taxi Service:** Maxwell AFB has a base taxi service that offers transportation on and between Maxwell and Gunter Annex. This taxi is free of charge. The taxi CANNOT transport off-base, except to Montgomery Regional Airport. The base taxi runs Monday-Friday from 0500-2045; Saturday and Sunday from 0700-1900.
- **A valid country/national license is valid in the U.S. Some states also require an International Driving Permit if your country license is not in English.** If purchasing, leasing or renting a vehicle, the State of Alabama requires drivers to obtain automobile insurance. Please see additional requirements by visiting (note: not an official state website) – www.dmv.org/al-alabama

5. Medical Care:

You will receive a medical briefing upon arrival that will clarify the procedures and options for medical care to ensure you do not unknowingly incur out-of-pocket medical expenses. **Medical care is dictated by Item 12b on your ITO.** All officers have the option of utilizing the Military Treatment Facility (MTF) on Maxwell AFB for routine medical needs. Please note the Maxwell AFB MTF is not a full service medical facility. **(See Page 4 for important information regarding medical care for your family)**

6. Money Matters:

- **Getting settled can be expensive** – housing, automobile, automobile insurance, etc. so plan accordingly
- **It will take 45-60 days for those who are authorized TLA to receive their first payment.** You should come with sufficient money to cover basic expenses for 30 days – approximately \$1000.

Unless limited by the ITO, accompanied officers who receive U.S. funding will receive a housing allowance equal to the cost of their rental contract.

The Montgomery area offers few options for foreign currency exchange. You should plan to make any foreign currency exchanges at the airport or port of entry upon arrival in the United States.

7. Uniform and Other Dress Requirements:

At Maxwell AFB all military personnel wear the utility uniform (ABU, OCP), you may refer to it as camouflage, or flight suit during the duty week, unless otherwise directed. **You must bring the short sleeved service uniform as well as the dress or formal uniform for official events and ceremonies.** You are encouraged to bring spouses to

most official ceremonies and formal events, so it is recommended that spouses bring attire equivalent to what students will be wearing to these events.

8. Sponsorship Program:

Sponsorship programs are important in assisting students in getting to know American people and how they live. Students will be briefed in detail on the volunteer sponsorship program options during student orientation conducted after arrival. Spouses will be briefed in detail during the family orientation programs. This will allow students and spouses to determine if they want to participate and which particular sponsorship option to choose.

9. What to Expect During First 14 Days after Arrival:

**** Due to the COVID outbreak, most individuals will be required to undergo a 14 day “stay at home order” or “restriction of movement” (ROM). This will be based on guidance published by US Center for Disease Control, DoD, and/or Governor of Alabama. Only those coming from a CONUS location such as the Defense Language Institute may be exempt from the 14 day ROM.**

The requirement guidelines are in Under Secretary of Defense Memorandum dated 12 Jun 20 regarding IMS participation in DoD Education and Training. Applicable excerpts are included:

- *Upon arrival, all Participants must abide by health protection protocols recommended by the CDC.*
- *Participants will bring their own authorized masks; cloth masks are required, at a minimum.*
- *If Participant was not screened by Dept of Homeland Security upon entry in US, DoD Component will, if feasible, conduct a temperature check and ensure Participant completes a medical screening questionnaire.*
- *If participant exhibits or reports any COVID-19 symptoms, has a temperature higher than 100.4F or 38C, DoD Component will obtain appropriate medical attention in coordination with local DoD medical and public health personnel.*
- *If participants do not exhibit or report any COVID-19 symptoms, they will proceed directly to ROM location and, where feasible, be transported by DoD Component authorized vehicles.*
- *During ROM period, Participants must comply with COVID-19 Symptom Monitoring, and immediately report any symptoms consistent with COVID-19 to appropriate installation personnel. **IOS ADDED: IMS should plan to bring their own thermometer to check temperature.***
- *Orientation and some classwork may start virtually while in ROM, using DoD collaboration tools. If appropriate, participants will receive authorized information technology equipment and support from DoD training installations.*

The following list are basic do and don'ts during the 14-day ROM.

- Service members should be restricted to their residence or other appropriate domicile for 14 days and limit close contact (within 6 feet or 2 meters) with others during this 14 day period.
- Service members should separate themselves from other people in their home or dwelling if residing with roommates or family members and avoid sharing personal items.
- Service members should not travel, visit public or crowded areas, or use public transportation and should avoid interaction with pets or other animals.
- Implement self-observation, i.e. remain alert for fever, cough or difficulty breathing.

- Immediately self-isolate, limit contact with others, and seek advice by telephone from the appropriate healthcare provider to determine whether medical evaluation is required, if individuals feel feverish, or develop cough or difficulty breathing.
- Individuals can leave their residence for essential activities such as acquiring groceries, medicines, taking care of financial matters.

Key Points:

* Using the 6 ft/2 meter guidelines, IOS will be able to do minimum essential inprocessing like getting your US military ID, issuing a laptop, and conducting ECL testing (this last one will be done in batches reducing the students in one room with one test proctor for those required to take the test.) It will be important to report on time for your scheduled appointment so we can manage the number of personnel present and maintain social distancing.

** With computer issue and learning management system account establishment, we will be able to initiate the IOS prep course on line shortly after your arrival and run this concurrent with any remaining 14 day restriction of movement period.

***You should be prepared to comply with DoD and Maxwell AFB guidance regarding the use of face masks while in certain areas of the base such as commissary, base exchange, and MTF.

IV. THROUGHOUT YOUR STAY:

The following topics are information that will be useful throughout your time at Maxwell AFB.

1. MEDICAL CARE:

Medical care is dictated by Item 12b on a student's ITO. All students have the option of utilizing the Military Treatment Facility (MTF) on Maxwell AFB for routine medical needs. Please note that the Military Treatment Facility on Maxwell AFB is not a full service medical facility. **You will receive a medical briefing upon arrival that will clarify the procedures and options for medical care to ensure you understand what to do in the event you become ill or injured.**

****For the current COVID outbreak, the base Military Treatment Facility and the Alabama Department of Public Health have established testing centers to ensure potentially infected patients do not transmit the disease into medical facilities.** For more info, you can visit: alabamapublichealth.gov or call the Alabama COVID 24/hotline is 1-888-264-2256.

2. TRANSPORTATION:

IOS provides transportation to all required SOS Preparatory Course events for on-base officers only. Transportation outside of required course events is not provided and will be at the students' expense. Once the SOS course begins, students will be within walking distance of all course events. Temporary transportation options are listed below.

Rental or Hire Cars: Montgomery is serviced by most major car rental agencies, as well as locally owned companies. A valid driver's license and an internationally accepted credit card, such as American Express, Visa, or Master Card are required. Rates will vary by company and type of car, but a one-week rental generally costs at least \$200. Depending on course length, IMS may choose to lease a car. This will likely cost at least \$500/month and require a contract as well as the purchase of automobile insurance.

On Base Taxi Service: Maxwell AFB has a base taxi service that offers transportation on and between Maxwell and

Gunter Annex. This taxi is free of charge. The taxi CANNOT transport off-base, except to Montgomery Regional Airport. The base taxi runs Monday-Friday from 0500-2045; Saturday and Sunday from 0700-1900. The number is (334) 953-5038.

Off Base Taxi Service: For transportation off base, local taxi companies are available. A quick internet search will provide a list of taxi companies. All local taxi companies will charge a mileage fee, plus a tip for the driver is expected. Taxi rates vary, but for most people, utilizing a taxi for local or long distance travel multiple times is not economical.

Extremely limited public city bus service is available within the Montgomery area. It is not a reliable/flexible option for local transportation.

3. DRIVING / OBTAINING A VEHICLE:

In the state of Alabama, you may drive with an international driver's license or a valid country/national license for up to one year. If your national license is not written in English, the IOS will issue a license translation card during the "on-boarding" period prior to arrival. This translation must be kept with the national license. Licensure rules vary from state to state within the U.S., so we advise reporting with an international driver's license at a minimum if planning to travel. For instance, the state of Georgia, which most of you will visit/drive through at some time during your year here is unique, accepts driver's licenses from other countries, but if the license is not in English, the driver must have and present an International Driving Permit. Driving on an expired license in the United States is illegal. It is extremely difficult to renew an expired national driver's license from the United States, and in some cases, impossible. Therefore, it is very important to arrive with a license valid through the entire stay in the United States.

If purchasing, leasing or renting a vehicle, the State of Alabama requires drivers to have automobile insurance. Please visit the following website for more information: www.dmv.org/al-alabama **If leasing a vehicle, car insurance must be purchased through an insurance agent and the vehicle must be registered with the Department of Motor Vehicles the same as if it is purchased.**

4. MONEY MATTERS / CURRENCY EXCHANGE:

Please note that the Montgomery area offers few options for foreign currency exchange. Students should plan to make any foreign currency exchanges at the airport or port of entry upon arrival in the United States.

It may take up to 3-4 weeks for students who are authorized TLA from the U.S. Government to receive their first paycheck. Students should come with sufficient money to cover approximately 20 days of meal and incidental expenses upon arrival. Billeting expenses will be deferred until after first TLA payment is received. Students who do receive an advance prior to arriving to the U.S. will pay back the advance after arrival in monthly installments. All students authorized TLA will be issued a Metabank debit card to receive US monthly payments.

Unaccompanied students authorized to receive a living allowance will receive an additional \$33/day for meals and \$11/day for incidentals. Students should expect billeting on base to cost \$84/day at the current rate.

Banking Information: many students open bank accounts to assist with their money matters while here. ITO, US military ID, Passport, US mailing address (this must be your own Post Office Box, not IOS), and a Foreign Identification Number (FIN) (this number will be provided when you are issued your USID).

5. UNIFORM AND DRESS REQUIREMENTS:

At Maxwell AFB and Gunter Annex, all military personnel wear the utility uniform (ABU/OCP) or flight suit during the duty week, unless otherwise directed. Students must also bring the short sleeved service uniform as well as the dress or formal uniform for official events and ceremonies. IOS will provide you with running shoes and workout clothes for physical fitness. Please forward your shoe size to IOS.student.operations@us.af.mil prior to arrival so that we can order them from our off base supplier.

Students are **required** to wear “business casual” civilian attire on Field Studies Program (FSP) trips, which includes khakis or slacks, a collared shirt or polo shirt, and dress shoes. Blue jeans are not considered business casual.

6. TELEPHONE AND INTERNET:

Wireless internet is provided for free in base lodging. Students will be issued government laptops for the purpose of completing course requirements, but it is strongly recommended students bring personal laptops/tablets if wishing to utilize specific programs like Skype.

International and long distance calling is available through the base lodging phone system; however, it is very expensive. Most students purchase prepaid phone cards upon arrival to contact their families and eventually obtain a “pay as you go” cell phone contract for long term use. Service in the area is good for most companies; the most commonly used companies are Verizon, T-Mobile, and AT&T. There are limited options for purchasing “SIM Cards” on base, but cards can be purchased in local stores like *Best Buy* and *Walmart*.

Additional Notes:

For more information on the local area and programs offered to you, please visit the IOS website. - <http://www.airuniversity.af.edu/IOS/>

Learn about the local area (note: not an endorsement, these are not DoD websites) – www.knowthecommunity.com www.visitingmontgomery.com

V. Special Instructions for Students with Dependents

1. Bringing Your Family:

Your family must be on your ITO in order to have access to Maxwell AFB or receive support. Officers without family and under the IMET Program must reside on base or risk losing all travel and living allowances (Reference Page 2 of these instructions). **You are considered “unaccompanied” any time Block 12 of the ITO states “Dependents not authorized.”** Family not on your ITO may visit the US in tourist status, but they will not have access to Maxwell AFB. Only family listed on your ITO are authorized access, support, and use of all base facilities. **IMET OFFICERS:** Officers participating in the IMET program who wish to obtain permission to bring dependents must have family members living with them in the United States for at least 75% of the course duration in order to receive the full TLA pay rate.

If your family arrives after you, make all efforts for them to arrive on weekends or evenings. You will be in class from 0730 to 1630 most days and will not be excused from class to pick them up at the airport. Also, during the Field Studies trip from 11 to 16 July 21, you will not be excused for family arrivals.

2. Family In-processing:

It is not required for family members on your ITO to accompany you for your in-processing; however, please bring the following documents to in-processing for any accompanying family member:

- Passport/Visa
- Driver’s license
- Copy of family medical insurance policy (unless country pays all medical costs)

3. Family Medical Care:

As part of your pre-departure preparation, the Security Cooperation Office (SCO) at our embassy in your country will discuss the requirement for medical insurance.

Dependent medical care is not provided by the U.S. Government. You must demonstrate to the SCO you have appropriate medical coverage for all dependents you want listed on your ITO. If your government does not provide for the cost of your family's medical care while you are attending the course, you are responsible for obtaining medical insurance.

4. If Your Child Will Attend Local Schools:

The education system in the United States is composed of many different types of schools for children; some are funded by the government and others are private institutions. The government provides free education in what are called "public schools." In the public school system, children will attend a particular school within a city's school district based on where they live, or their home address. This process is called "zoning." It is highly recommended you research what schools are in particular zones prior to signing any leasing documents for housing. If there is more than one school available in a school district for children to attend, families can visit the school district's website and find out what school is assigned to a specific residence by entering the 5-digit zip code from the resident mailing address. It is possible for school zones to change from year to year, so it is not guaranteed that children will attend the same schools as children who lived in the same location in the previous year(s). There are four public school districts in the Montgomery area: Montgomery, Elmore County (Millbrook and Wetumpka), Autauga County (Prattville), and Pike Road. Links to their websites can be found on the IOS website under "[Local Area](#)" The websites contain information about zoning, school registration, immunization requirements, and other policies.

School documents are not required for IOS in-processing, but when registering children for school, parents must provide the following documents to the school for each child:

- Birth Certificate
- Identity documents for both child and parent (passport and visa)
- Current Immunizations (must be in English)
- Once obtained, proof of local residence (usually your lease and utility bill)
- Invitational Travel Order (ITO)
- Academic Record (with English translation) showing the last completed grade level and courses taken by the child at home

There is a new program for Military Members on orders (which includes international military), whereby there are some very limited "space available" slots for children to attend schools in a different district from where they reside. This program is being tested and is not guaranteed. Therefore, it should not be relied upon for getting children into desired schools. The best method is to select a residence in the district where you want your child to attend school. See #6 in "10 Things to Know" above. Another significant drawback for this program is added transportation challenges. The family will be responsible for getting their child to and from a school in a different district (this could be up to 30 mins of travel time difference between schools in different districts).

5. Special Family Programs:

Depending on their arrival date, spouses and dependents ages 18 and up are invited to attend the Family Orientation Program. Family Orientation is a program to help orient spouses and dependents on the ITO that are 18 and over to the local area and meet other international families. The first program will run **15-17 June**. IOS will also provide information about various spouses' programs (trips and tours, dance, English classes, etc.) during the program. There will be a second Family Orientation session conducted mid-August with exact dates to be determined (TBD). To register for one or both of the Family Orientation Programs visit the International

Family Support Organization (IFSO) website <http://www.internationalfamilysupport.org> In addition to registering for Family Orientation, this website has a lot of information on IOS sponsored family programs available to your spouse and dependents.

Who Do I Contact If I Have Questions?

Please visit the Air University IOS homepage for additional information at: <http://www.airuniversity.af.edu/IOS/>

Additional questions on student administration or in-processing can be directed to the Student Administration section at IOS.Student.Operations@us.af.mil or 334-953-6915.

Any questions on course enrollment can be directed to the International Military Student Officer at au.imso@us.af.mil, or 334-953-1051.

For all dependent program questions, the ifso.montgomery@gmail.com is available.