

## Strategic Communication

### ACSC DL 7.0 Transition from AIR UNIVERSITY to ARIZONA STATE UNIVERSITY systems in July 2020

**BLUF: PLEASE COMPLETE ANY CURRENTLY ENROLLED SELF-PACED ACSC DL 7.0 COURSES BY 6 JULY 2020. ADDITIONALLY, THE DEADLINE TO REGISTER FOR ACSC DL 7.0 AUGUST FACILITATED COURSES IS NOW 6 JULY 2020.**

The eSchool of Graduate PME is transitioning our student registration system, courseware, and help desk functions from Air University (AU) systems to the Arizona State University (ASU) learning environment. This move should dramatically improve your student experience. The ACSC DL 7.0 transition from AU to ASU involves **a few critical dates**. Pay close attention to the timeline below. **Note: ACSC DL 6.0 is being phased out and will not transition to ASU. The timelines mentioned in this document do not apply to ACSC DL 6.0 program.**

#### Timeline

**29 June 2020** — Last day to register for an ACSC DL 7.0 self-paced course on the AU system.

**6 July 2020** — July facilitated courses start (last ACSC DL 7.0 facilitated courses on the AU system).

**6 July 2020** — Final day to register for August ACSC DL 7.0 facilitated courses. **This is earlier than previously published.**

**6 July 2020** — Final day to update Current Contact Email address (commercial email preferable) on AU Portal (<https://auportal.sso.cce.af.mil>) using a CAC. This is the email ASU will use to contact students for account creation.

**6 July 2020 @ 2359 CDT** — All AU-based ACSC DL 7.0 self-paced courses terminate regardless of the due date listed in the Air University Student Information System (AUSIS) or any emails.

**7 – 30 July 2020 (Migration Window)** — During this migration window, no ACSC DL 7.0 course registrations will take place, and the only active ACSC DL 7.0 courses will be July facilitated courses on AU Canvas. The end date represents our worst case scenario for data migration and validation. Be assured we will work towards minimizing the length of the Migration Window and will launch the ACSC DL 7.0 program on the ASU system as soon as possible. We appreciate your patience.

**NLT 31 July 2020** — ACSC DL students will receive emails from ASU (noreply-ulis@asu.edu) to their primary email, as listed in AU Portal, to set up accounts and continue their PME journey on the ASU learning environment. Be assured we will work towards an earlier launch if possible. Please check on our website (<https://www.airuniversity.af.edu/eSchool/ASU-Canvas-FAQs/>) for the latest information on the ACSC DL 7.0 launch date.

## Recommendations

1. **Complete any self-paced courses you are in by 6 July to avoid losing course progress!**
2. If you are under a critical deadline for completing ACSC DL 7.0, please continue working on courses within the parameters noted in the timeline above. Additionally, you can access course materials for some of your future self-paced courses to study during the migration window while you wait for ACSC 7.0 to launch on ASU. This will decrease the time needed for you to complete those courses after the ACSC DL program launches on ASU. To access the course material via AU Canvas use the following link: <https://lms.au.af.edu/courses/10000/pages/acsc-7-dot-0-materials-only-courses>
3. Accomplish the Critical Steps below prior to 6 July to facilitate your transition to ASU. See the FAQs below for additional details.

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### Critical Steps

1. Complete any ACSC DL 7.0 self-paced courses you are signed up for in AUSIS by 6 July 2020.

Any progress in a partially-completed ACSC DL 7.0 self-paced courses will not be saved or transferred to ASU, and you will have to retake the entire course at ASU. Any incomplete ACSC DL 7.0 self-paced courses will terminate on 6 July (2359 CDT) regardless of the due date shown in AUSIS or email messages.

The 6 July deadline does not apply to the July facilitated courses. Those courses will finish on AU Canvas.

2. For August ACSC DL 7.0 facilitated courses, register by 6 July 2020.

Registration for ACSC DL 7.0 April facilitated courses closes out on 6 July. **This date is earlier than previously published in order to facilitate the transition to ASU.** Although you will need to use the AU system to register an August facilitated course (prior to 6 July), you will actually take the course on the ASU system in August.

3. Update your Current Contact Email address (commercial email preferred) in the AU Portal NLT 6 July 2020.

We suggest you use a commercial email address for reliable access. This will be the email through which ASU will contact you for account creation. You can login to AU Portal and update your current contact email (<https://auportal.sso.cce.af.mil/>)

4. Make sure you have a copy of all assignment deliverables from your ACSC DL 7.0 self-paced courses completed on AU Canvas.

Once you are on the ASU system, we cannot guarantee access to AU Canvas. It is imperative that you retain all carry-forward assignments, papers, or other deliverables that you created in ACSC DL 7.0 self-paced courses.

### Frequently Asked Questions (FAQs)

1. Why are we moving to ASU?

The eSchool of Graduate Professional Military Education was established on 1 October 2015 to transform, integrate, and replace one-size-fits-all Officer Professional Military Education (OPME) Distance Learning programs (SOS, ACSC, AWC, and the Online Master's Degree Program) with dynamic, modularized

education providing student choice. Online education transformation for 31,000 enrolled OPME students is directly dependent upon robust, reliable, and flexible information and education technology. Arizona State University (ASU) has a proven capability to deliver online education at scale and complexity similar to the eSchool. Additionally, ASU was ranked the #1 most innovative School in the nation by U.S. News & World Report for 5 years in a row. ASU also has a proven track record for strategic partnerships focused on enhancing student learning through a culture of innovation in digital learning. Air University and ASU are partnering to vastly enhance the learning experience for OPME distance learning students.

## 2. Must I transition to ASU?

AU is transitioning distance learning to ASU for all Officer PME programs in a phased approach. SOS DL was the first program to transition to ASU in March 2020. ACSC DL 7.0 is second and will transition in July 2020. There will be no ACSC DL 7.0 courses offered on AU systems after the transition is complete.

## 3. What happens during the actual transition (29 June – 31 July)?

During this period, student name, email as listed in AU Portal, AU ID, and completed course grades will be transferred to ASU to initiate account creation for ACSC DL 7.0 students. ASU will use your Current Contact Email from AU Portal to contact you to complete your account creation. You can login to AU Portal and update your current contact email (<https://auportal.sso.cce.af.mil/>) — we recommend using a commercial email address to minimize the likelihood of DoD firewalls intercepting your onboarding message.

**Please pay close attention to the following dates:**

### Timeline

**29 June 2020** — Last day to register for an ACSC DL self-paced course on the AU system.

**6 July 2020** — July facilitated courses start (last ACSC DL facilitated courses on the AU system).

**6 July 2020** — Final day to register for August ACSC DL 7.0 facilitated courses. **This is earlier than previously published.**

**6 July 2020** — Final day to update Current Contact Email address (commercial email preferable) on AU Portal ([https://auportal.sso.cce.af.mil](https://auportal.sso.cce.af.mil/)) using a CAC. This is the email ASU will use to contact students for account creation.

**6 July 2020 @ 2359 CDT** — All AU-based ACSC DL 7.0 self-paced courses terminate regardless of the due date listed in the Air University Student Information System (AUSIS) or any emails.

**7 – 30 July 2020 (Migration Window)** — During this migration window, no ACSC DL 7.0 course registrations will take place, and the only active ACSC DL courses will be July facilitated.

**NLT 31 July 2020** — ACSC DL students will receive emails from ASU ([noreply-ulis@asu.edu](mailto:noreply-ulis@asu.edu)) to their primary email, as listed in AU Portal, to set up accounts and continue their PME journey on the ASU learning environment.

#### 4. How do I log into ASU?

You will receive an email from the following ASU address: [noreply-ulis@asu.edu](mailto:noreply-ulis@asu.edu). This email will provide a link to complete your onboarding at ASU. **NOTE: the SSN field in ASU onboarding is shown by default, but you are not required to fill it in.**

- Before opening a help desk ticket, please check your Outlook Junk Email folder to verify your email was not misidentified as spam.
- ASU recommends you use Chrome to complete the onboarding process (if it is not your default browser, you can paste the URLs from the email into Chrome). Older browsers, such as Internet Explorer, may not work properly with ASU's website.
- Some DoD email security systems insert "noclick" or "CAUTION" into URLs in emails from non-DoD sources. You may have to copy the URLs and manually remove this text in order to load ASU's onboarding page.

#### 5. What happens if I don't meet the 6 July 2020 deadline to finish an open ACSC DL 7.0 self-paced courses?

If your self-paced courses are not completed by 6 July 2020 (2359 CT), you will lose all progress in that course and will have to re-register and retake that entire course in ASU.

#### 6. Can I register for ACSC DL 7.0 courses during the migration window (7 - 30 July 2020)?

No, you will not be able to register for any ACSC DL 7.0 courses during the migration window.

#### 7. I am almost finished, can I just complete ACSC DL 7.0 on AU?

Yes, but only if you can complete your final ACSC DL 7.0 courses ahead of the timeline dates above. All ACSC DL 7.0 courses after the transition will be on ASU.

#### 8. Is this just a different version of Canvas?

No, this is not just another version of Canvas. ASU will provide a fully-integrated educational experience for you to access your program status, course registration, course content, and help desk services via a single sign-on within the ASU system.

#### 9. Will I be able to access registration and courseware from a NIPR computer?

Yes.

#### 10. Will I be able to access registration and courseware from a personal computer?

Yes, and neither a CAC nor the DoD Root certificates will be required.

#### 11. What personal information will be transmitted to ASU?

Only your name, email as listed in AU Portal, and AU ID will be transferred to ASU to initiate account creation. ASU complies with federal regulations for protection of personal information.

#### 12. Will I lose progress in the program by transitioning to ASU?

You will not lose program progress for ACSC DL 7.0 courses already completed. ACSC DL 7.0 self-paced courses not completed by 6 July 2020 will not be transferred. ACSC DL 7.0 facilitated courses that start on 6 July 2020 will be transferred to ASU after the grades are finalized.

### 13. Where will my program records be kept?

Air University maintains the system of record for official transcripts. Student program and course completion records will reside with Air University. Course material, course progress and submissions, and basic student account data will reside in the ASU learning environment.

### 14. Will I need to access both AU and ASU systems?

Current students: You will not need to access AU systems once you have an ASU ACSC DL 7.0 student account. You will be able to register for courses and complete all coursework within the ASU environment. See FAQ question 4 for details on how this process will work. You will not need to return to AU systems except to request official transcripts.

New students: Those enrolling in the ACSC DL 7.0 program on or after 31 July 2020, will need to enroll via the AU portal (<https://auportal.sso.cce.af.mil>) using a CAC. Once you are enrolled in the ACSC DL 7.0 program and have an ASU ACSC DL 7.0 student account (see FAQ question 4), you will not need to return to AU systems except to request official transcripts.

### 15. How do I get a transcript after I complete the program?

You may open a request to the AU Registrar via the AU Service Desk: <https://auservicedesk.af.edu/>. (A CAC is not required, but first-time users must create an account to use AU Service Desk.). Select "**Transcript Request**" after you log in to submit a request for an official transcript to the AU Registrar.

### 16. Will my program deadline change by moving to ASU?

No, program deadlines will not change.

### 17. Right now I have separate login/account for AUSIS, AU Canvas and AU Service Desk. Am I now going to have to deal with a fourth account for ASU, or fifth or sixth?

An AU Portal account (CAC login) will be required to enroll in ACSC DL 7.0. However, once enrolled in the ACSC DL 7.0 program, you will not need to return to AU systems. ASU's system will have a single sign-on for course registration, courseware access to complete all coursework, and help desk services.

### 18. How do I enroll as a new ACSC DL 7.0 student?

After 31 July 2020, you will need to enroll in the ACSC DL 7.0 program via the AU portal (<https://auportal.sso.cce.af.mil>) using a CAC. However, once you are enrolled in the ACSC DL 7.0 program and have an ASU ACSC DL 7.0 student account, you will not need to return to AU systems unless you need a transcript (see FAQ questions 14 and 15).

### 19. Do I need to load additional software on my computer?

No, you will not need to load additional software on your computer. However, you may have a better user experience if you install and use a modern browser such as Chrome or the latest version of Edge.

### 20. Can I use my old ASU login account?

Yes. If you have previously been or currently are an ASU student you will use your existing ASU account. There will be a link from the regular [my.asu.edu](https://my.asu.edu) portal to the AU student portal; so you can still access both AU and ASU resources.

21. If I still have questions about the ACSC DL 7.0 transition, who do I contact?

You may submit a Service Desk Request to the eSchool via the AU Service Desk: <https://auservicedesk.af.edu/> (CAC not required). AU Service Desk is not automatically connected to any of your other AU accounts. If you have not already used AU Service Desk, you must create an account to submit a request — we recommend you sign up with a commercial email. Select “**Student Support**” and then “**Officer PME DL**” to route your request to the eSchool.

22. I don't have a commercial email address. Can I use my .mil email?

Yes, you may use your .mil email address. If you have any issues receiving the ASU onboarding message, we ask that you check Outlook's Junk Email folder before submitting a Service Desk Request.