

## Strategic Communication

### AWC DL Transition from AIR UNIVERSITY to ARIZONA STATE UNIVERSITY systems in September 2020

- BLUF: 1) **Complete** any currently enrolled **self-paced** AWC DL courses **by 6 SEP 2020**.  
2) The **registration deadline** for October facilitated courses is now **6 SEP 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 AWC DL transition from AU to ASU involves **a few critical dates**. Pay close attention to the timeline below.

#### Timeline

27 August 2020	Last day to register for an AWC DL self-paced course on the AU system.
<b>6 September 2020</b>	At 2359 CDT, <b>all AU-based AWC DL self-paced courses terminate</b> regardless of the due date listed in the Air University Student Information System (AUSIS) or any emails.
<b>6 September 2020</b>	<b>Final day to register for October</b> AWC DL facilitated courses.  AWC DL students will <b>not</b> be able to register for any courses scheduled past October until the transition to ASU is complete.
6 September 2020	Final day to update CURRENT CONTACT EMAIL address (commercial email preferable) on AU Portal ( <a href="https://auportal.sso.cce.af.mil">https://auportal.sso.cce.af.mil</a> ) using a CAC. This is the email ASU will use to contact students for account creation.
7 September 2020	Facilitated courses start (last AWC DL facilitated courses on the AU system).
7 – 30 Sept 2020	<b>Migration Window:</b> During this migration window, no AWC DL course registrations will take place, and the only active AWC DL courses will be September facilitated. 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 AWC DL program on the ASU system as soon as possible. We appreciate your patience. During this time period you can access Material Review courses to facilitate your upcoming courses here: <a href="https://lms.au.af.edu/courses/10000/pages/awc-materials-only-courses">https://lms.au.af.edu/courses/10000/pages/awc-materials-only-courses</a> .
NLT 30 Sept 2020	AWC 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 ( <a href="https://www.airuniversity.af.edu/eSchool/ASU-Canvas-FAQs/">https://www.airuniversity.af.edu/eSchool/ASU-Canvas-FAQs/</a> ) for the latest information on the AWC DL launch date.

If you are under a critical deadline for completing AWC DL, 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 AWC DL to launch on ASU. This will decrease the time needed for you to complete those courses after the program launches on ASU. To access the course material via AU Canvas use the following link: <https://lms.au.af.edu/courses/10000/pages/awc-materials-only-courses>

## Recommendation

If you can take a break from PME during this transition, we highly recommend you complete your current course and wait until we transfer to the ASU learning environment before registering for subsequent courses. You will receive an email from ASU to set up your account. If you are under a critical deadline for completing AWC DL 18.0, please continue within the parameters noted above.

Please accomplish the Critical Steps below prior to 6 September to facilitate your transition to ASU. See FAQs below for additional details.

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### Critical Steps

1. Complete any AWC DL self-paced courses you are signed up for in AUSIS by 6 September 2020.

Any progress in a partially-completed AWC DL 18.0 self-paced course will not be saved or transferred to ASU, and you will have to retake the entire course at ASU. Any incomplete AWC DL 18.0 self-paced course will terminate on 6 September regardless of the due date shown in AUSIS or email messages.

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

2. For October AWC DL facilitated courses, register by 6 September 2020.

Registration for AWC DL October facilitated courses closes out on 6 September.

3. Update your current contact email address (commercial email preferred) in the AU Portal NLT 6 September 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.

4. Make sure you have a copy of all assignment work from your AWC DL 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 AWC DL self-paced courses.

## Frequently Asked Questions (FAQs)

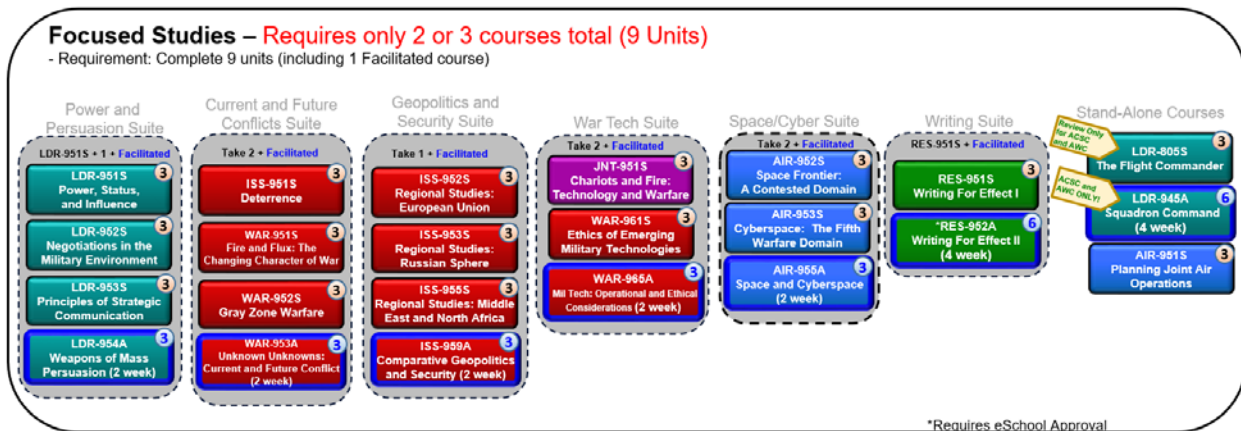
### 1. How is AWC DL at ASU different from AWC DL at AU?

AWC DL at ASU will differ from AWC DL at AU in two significant ways:

1. AWC DL at ASU replaces the AWC Electives with the cross-seasonal Focused Studies catalog;
2. Students who previously transferred from AWC DL 17.4 will see their 17.4 courses as credit awarded for AWC DL 18.0 courses.

**AWC DL at ASU will incorporate the new Focused Studies courses in lieu of the old Electives courses.**

The cross-seasonal Focused Studies courses give AWC increased opportunities to tailor their PME experience. Instead of completing one nine-unit self-paced elective course with a multiple-choice final exam, students will now complete the nine units (which must include one facilitated course) from the Focused Studies catalog. You will have the opportunity in the Focused Studies courses to interact with students from all three PME programs (SOS, ACSC, and AWC) – an unprecedented opportunity to learn with and from a diverse, multiservice, cross-seasonal student body. Detailed descriptions of the Focused Studies courses are given in the revised [OPME Student Handbook](#). Note: Prior to completing all program requirements you will be able to take additional self-paced courses, if interested. However, you will only be able to take one Facilitated Focused Studies course.



Your previously completed electives (WAR-701S through WAR-707S) will display as credit for DIR-901S, DIR-902S, and DIR-903A. These courses will fulfill your requirement for the Focused Studies portion of the revised curriculum.

**AWC 17.4 courses will display as credit awarded for AWC 18.0 courses.** Furthermore, if you entered AWC DL 18.0 in Entry Point 2 through 5, your AWC DL 17.4 courses will be translated into credit for AWC DL 18.0 courses, as shown in the following table. You will not lose credit for any completed courses.

AWC DL 18.0 & Entry Point 1	00044A-1 – 00044A-5 electives display as DIR-901S, DIR-902S, DIR-903A.
Entry Point 2 & 3	00042D electives will display as DIR-901S, DIR-902S, and DIR-903A.
Entry Point 4 & 5	00042D electives will display as DIR-901S, DIR-902S, and DIR-903A. 00042A & 00042G will display as ISS-700S, AIR-700S, and AIR-701A.

## 2. 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.

## 3. Must I transition to ASU?

AU is transitioning distance learning to ASU for all Officer PME programs in a phased approach. AWC DL 18.0 will be the fourth and final program to transition in **September 2020**. There will be no AWC DL 18.0 courses offered on AU systems after **30 September 2020**.

## 4. What happens during the actual transition?

During this period, student name, email as listed in AU Portal, and AU ID will be transferred to ASU to initiate account creation for AWC students. Click here to access AU Portal and update your current contact email (<https://auportal.sso.cce.af.mil/>) from a CAC enabled computer.

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

### Timeline

- |                         |   |
|-------------------------|---|
| 27 August 2020          | Last day to register for an AWC DL self-paced course on the AU system.  |
| <b>6 September 2020</b> | At 2359 CDT, <b>all AU-based AWC DL self-paced courses terminate</b> regardless of the due date listed in the Air University Student Information System (AUSIS) or any emails.  |
| <b>6 September 2020</b> | <b>Final day to register for October</b> AWC DL facilitated courses.<br><br>AWC DL students will <b>not</b> be able to register for any courses scheduled past October until the transition to ASU is complete.   |
| 6 September 2020        | Final day to update CURRENT CONTACT EMAIL address (commercial email preferable) on AU Portal ( <a href="https://auportal.sso.cce.af.mil/">https://auportal.sso.cce.af.mil/</a> ) using a CAC. This is the email ASU will use to contact students for account creation.  |
| 7 September 2020        | Facilitated courses start (last AWC DL facilitated courses on the AU system).   |
| 7 – 30 Sept 2020        | <b>Migration Window:</b> During this migration window, no AWC DL course registrations will take place, and the only active AWC DL courses will be September facilitated. 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 AWC DL program on the ASU system as soon as possible. We appreciate your patience. During this time period you can access Material Review courses to facilitate your upcoming courses here: <https://lms.au.af.edu/courses/10000/pages/awc-materials-only-courses>.

NLT 30 Sept 2020 AWC 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 AWC DL launch date.

If you are under a critical deadline for completing AWC DL, 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 AWC DL to launch on ASU. This will decrease the time needed for you to complete those courses after the program launches on ASU. To access the course material via AU Canvas use the following link: <https://lms.au.af.edu/courses/10000/pages/awc-materials-only-courses>

## 5. How do I log into ASU?

You will receive an email from the following ASU address: 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.
- **If you are using a gmail account** the periods will probably be removed in the message. That should not be an issue. Everything should still work.
- 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.

Once you have fully onboarded using the email message described above, you will be setup to engage with the ASU learning environment. You may then access the student portal (registrations, courseware, and help desk functions) using the following link: <https://au.asu.edu/portal/>

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

If self-paced courses are not completed by **6 September 2020 (2359 CT)**, you will lose all progress in that course and must re-register and retake that course in ASU.

## 7. Can I register for AWC DL courses during the migration window (7 - 30 Sep 2020)?

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

8. I am almost finished, can I just complete AWC DL on AU?

Yes, but only if you can complete your final AWC DL course of the program by the timeline dates above. All AWC DL 18.0 courses after **30 September 2020** will be on ASU.

9. 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.

10. Will I be able to access AWC DL registration and courseware from a NIPR computer?

Yes. However, just as you have experienced with AU Canvas, USCYBERCOM is still blocking many streaming video sites, which may necessitate the use of personal commercial internet to view course video content.

11. 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.

12. What 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.

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

You will not lose program progress for AWC DL courses already completed. AWC DL 18.0 self-paced courses not completed by **6 September 2020** will not be transferred. AWC DL 18.0 facilitated courses that start on **7 September 2020** **will be transferred to ASU approximately 2 weeks after the grades are finalized.**

14. 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.

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

Current students: You will not need to access AU systems once you have onboarded into the ASU environment unless you need access to previously completed assignments from the self-paced courses. We highly suggest you download a copy of those completed assignments before the transition. You will be able to register for courses and complete all coursework completely within the ASU environment.

New students: Those enrolling in the AWC DL after ASU migration is complete will enroll via the AU portal (<https://auportal.sso.cce.af.mil> via AF Portal enterprise sign-on, or to bypass the AF Portal on a .mil network, go to <https://auportal.maxwell.af.mil/auportal>) using a CAC. Once you are enrolled in the AWC DL program and have a student account, you will not need to return to AU systems except to request official transcripts.



#### 16. 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.

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

No, program deadlines will not change. However, new enrollments will only have a 3-year time period to complete the program.

#### 18. 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?

No, while an AU Portal account (CAC login) will be required to enroll in AWC DL, once enrolled in the AWC DL program, you will not need to return to AU systems. The ASU learning environment will have a single sign-on for course registration, courseware access to complete all coursework, and help desk services.

#### 19. How do I enroll as a new AWC DL student?

After AWC launches on ASU, new students will enroll in the AWC DL program via the AU Portal (<https://auportal.sso.cce.af.mil> via AF Portal enterprise sign-on, or to bypass the AF Portal on a .mil network go to <https://auportal.maxwell.af.mil/auportal>) using a CAC. However, once you are enrolled in the AWC DL program and have an ASU student account, you will not need to return to AU systems unless you need a transcript (see FAQ question 16).

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

No, you will not need to load additional software on your computer. However, for maximum compatibility we recommend all users use Chrome as their browser.

#### 21. 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.

#### 22. If I still have questions about the AWC DL 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.

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

Yes, you may use your .mil email address. In case of issues with receiving emails, **we request you check Outlook's Junk Email folder** before submitting a Service Desk Request. 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.