

Air Force Culture and Language Center (AFCLC)  
Cross-Cultural Competence (3C) Courses  
Frequently Asked Questions (FAQ) File  
Current as of 3 Jul '24

**Am I eligible to participate in these courses?**

Only enlisted members of the US Armed Forces (Active Duty, Reserve Component & National Guard) who are enrolled in the Community College of the Air Force (CCAF) program are eligible to take these courses.

**I qualify for Project Warrior. Can I participate in these courses?**

Yes. Procedures for this are situation specific and coordinated with CCAF.

**How much will these courses cost me?**

Nothing. There is no cost.

**I've taken the ADLS 'Culture General' Course already. Aren't these the same?**

Absolutely not! ADLS courses are formulated as training material. Our offerings are college level courses and require increased commitment on your part. They present more sophisticated concepts which will require more effort to comprehend and apply the knowledge. As a practical matter, you will be expected to read a greater volume of material, the material will be more demanding, and assignments, quizzes & exams will require greater understanding to pass.

**What kind of academic credit do these courses provide?**

These education courses provide 3 semester hours of the CCAF institutional (residence) and/or program elective credit requirement for the CCAF Associate of Applied Science degree. Additionally, these courses will fulfill core requirements of CCAF's Military Technology and Applied Sciences Management (MTASM) degree.

**Will these courses fulfill a social science, humanities or speech requirement?**

No. These courses will only fulfill institutional (residence), program elective, or MTASM core requirements.

**Will these courses fulfill an institutional (residency) requirement?**

Yes. Each of these courses meet 3 hours of your CCAF institutional (residency) requirement.

**Will the academic credit I earn in these courses be accepted at the college I'm attending?**

That depends on the institution. Usually, the school in question will require an official course number, course description and sometimes the course syllabus be submitted to them for evaluation.

A number of our students have successfully submitted these courses for academic credit at other universities. Air University (AU) is accredited by the Southern Association of Colleges and Schools (SACS) and the Community College of the Air Force (CCAF) has determined these courses have the necessary academic rigor to include on the transcript of your education record.

**Where can I find the course titles and the course descriptions?**

You will find the CCAF Course Catalog here: <https://www.airuniversity.af.mil/Barnes/CCAF/>

**I've already completed my CCAF degree. Can I still take these courses?**

Yes.

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**How many courses does AFCLC offer which meet CCAF academic requirements?**

AFCLC offers three (3) courses: The CLTR201 Introduction to Culture (ITC) course, CLTR202 Introduction to Cross-Cultural Communication (CCC) course, and CLTR203 Introduction to Cultural Domains (ICD) course. CCAF will accept each to fulfill the program requirements. To get details about upcoming courses go to the following web site: <https://www.airuniversity.af.edu/AFCLC/courses/>

**Is one of these courses a prerequisite for the other?**

No.

**I've never taken an "online" course before. What should I expect?**

These courses are delivered through a Learning Management System (LMS). You will need to use your CAC to establish your initial login capability in the LMS, after which you may configure your login using an OKTA two-factor authentication (2FA) app to access the LMS and the course materials without a CAC. Typically, the course's academic modules consist of a 'core concepts' presentation, multimedia clips, required readings, knowledge checks/exercises, and formative quizzes. Depending on the course, there are 8 to 12 academic modules/assignments, which include activities like knowledge checks, formative quizzes, discussion boards, and situational judgment exercises. There are 4 summative assignments/exams, which will be used to determine your grade. For additional information go to the following web site: <https://www.airuniversity.af.edu/AFCLC/courses/>

**Do I need to be online at a certain time of the day?**

No. These courses are asynchronous. There are no 'real time' interaction requirements, but there are windows of opportunity to participate in discussion board activities.

**Do I need a web cam?**

No.

**When will I be receiving my books/course materials?**

There are no hard-copy materials. All course content is provided through the LMS. You will need to have reliable access to the Internet for course participation and research purposes.

**What are the technological skills/requirements for me to participate in these online courses?**

- Ready access to a '**non-.mil**' computer and the internet using a modern browser (Edge, Chrome, Firefox)
- Reliable use of a '**non-.mil**' e-mail address
- Common Access Card (CAC) capability on a '**non-.mil**' computer
- PDF viewing software (e.g. Acrobat Reader, browser plug-in, etc.)
- Capability to open, view, print, edit and submit documents in MS Word format (DOCX)
- Completion of the Orientation module at the beginning of the course, which covers items such as posting and responding to discussion boards, downloading and uploading files, submitting assessments, taking quizzes & exams online, and learning to navigate within the LMS.

**Can I use my Android or iOS based phone/tablet to take the course?**

It is possible to access the course content using a mobile device, but we heavily discourage solely relying on these devices to access course content, assignment submission and graded test taking.

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**When do the courses start?**

Details about upcoming courses are posted to the following web site:

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

**How long are the courses?**

Details about upcoming courses are posted to the following web site:

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

**How do I sign up for the course(s)?**

You can apply for all AFCLC education courses through the AU Learner Portal (AULP). Instructions are available through each course's web page. Look for the link "Enrollment Directions".

**Do I need access to a government network (e.g. .mil, .gov, etc.) to establish an AU Learner Portal account or enroll in the course?**

No. But you will need to use a computer with a CAC capability. This means CAC reader hardware and, depending on the operating system, software to read the CAC.

**Do I need access to a government network (e.g. .mil, .gov, etc.) to participate in the course?**

No.

**Can I rely solely on a government networked (e.g. .mil, .gov, etc.) computer to participate in the course?**

Uncertain. Increasing security restrictions on government networked computers is interfering with access to the learning management system and its functions. Make sure you have access to a non-government computer/network with a CAC capability for completing course requirements.

**Do I need a Common Access Card (CAC) to establish an AU Portal account and enroll in the course?**

Yes. You will need to use a computer with a CAC capability. This means CAC reader hardware and, depending on the operating system, software to read the CAC.

**Once enrolled, do I need a CAC to participate in the course?**

You will need to use your CAC to establish your initial login capability in the LMS, after which you may configure your login using an OKTA two-factor authentication (2FA) app to access the LMS and the course materials without a CAC.

**What is an enrollment window?**

The only time period during which you can apply for a specific course via the AU Learner Portal.

**What if I have to go on a short notice TDY or take emergency leave during the course?**

If you cannot finish the course requirements by the end of the course, you will have to properly disenroll and then re-take the course in its entirety to include reapplying.

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**What if I have to disenroll from the course?**

We encourage careful deliberation by students and expect them to commit to completing the course before enrolling. Every disenrollment represents a lost opportunity to another Airman and a waste of Air Force resources. With that said, we understand sometimes it becomes impossible to continue meaningful participation in a course due to unforeseen circumstances.

When the situation warrants disenrollment after 2 weeks into the course, disenrollment requests must be submitted by your commander.

Students who cease to meaningfully participate in the course and fail to meaningfully complete all the graded events, without a properly documented disenrollment, will be considered to have abandoned the course.

**I previously enrolled in the course but had to disenroll. Can I enroll again?**

Yes. If you properly disenrolled you may re-enroll. However, repeated disenrollment will lower the priority of your future enrollment requests. Course abandonment may result in reduction of enrollment priority or suspension of enrollment privileges.

**What happens if I fail a course?**

If you earn a grade lower than 'C,' CCAF will not accept the course for academic credit.

**I previously failed a course. Can I take it again?**

Yes. However, repeated or willful failure will lower the priority of your future enrollment requests. Willful failure by a student is indicated by a lack of reasonable effort made to pass the course as judged by the professor of record.

**How long after a course ends will I get my grade?**

You will be able to see your current score within the LMS at any time. The course syllabus will detail how to compute the letter grade. However, your final letter grade will not be available until the assessments and academic integrity teams have finished their analysis and the instructor has finished grading. While it may appear earlier, you will typically see your final letter grade within the LMS about 1 week after the end of the academic session.

**How long will it take for my CCAF transcript to reflect the academic credit?**

Final grades are transmitted to CCAF via the AU Registrar within 30 days of the end of the course. The academic credit should appear on your record within 60 days.

**Will I have to do anything to ensure the academic credit I earned is reflected on my education record?**

No. The academic credit is automatically retrieved by CCAF via the AU Registrar.

**Will I receive a certificate?**

No. Due to budgetary and manpower reductions, effective Fiscal Year 2014 (October 2013) completion certificates are no longer mailed to course graduates.

**How can I get a copy of my CCAF transcript?**

Information regarding CCAF transcripts is available at the following website:  
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**Can I finish early?**

Yes. These courses are self-paced and can be completed more quickly than the time allotted. HOWEVER, you cannot get credit early. Due to policies outside our control, the academic credit will be transmitted to CCAF along with all others after the end of the academic session.

**Self-Paced. Does that mean I can start whenever I want?**

No. You cannot begin early. Also, you must login to the course and complete the pre-course activities within the first week of class or you will be considered a NO SHOW and someone else MAY be given an opportunity to take your 'seat' in the class. Finally, the summative assignments must be accomplished by pre-set deadlines throughout the term. So, you must meet each deadline.

**What if I'm on Leave during the beginning of the course?**

These courses are not part of your official working duties. Thus, your leave status doesn't affect your availability for these online courses and isn't an excuse for being a NO SHOW or failing to fulfill other course requirements.

**What if I'm TDY or Deployed during the beginning of the course?**

If you establish positive contact with us via the AFCLC/ESS organizational e-mail box, [afclc.ess@us.af.mil](mailto:afclc.ess@us.af.mil), and coordinate your absence beforehand, we will attempt to preserve your seat in the course on a case-by-case basis.

**I'm going to separate/retire during the course. Can I still receive the academic credit?**

No. You have to be Active Duty or participating in the Guard or Reserve component to receive the academic credit.

**I'm going to separate/retire after the course is over. Can I still receive the academic credit?**

It depends on the timing. You should contact CCAF with the specifics.  
<https://www.airuniversity.af.mil/Barnes/CCAF/>

**Can I take both of these courses simultaneously?**

Yes. However, to maximize participation, priority will be given to those applicants who are not currently participating in another one of our courses.

**I have a question which is not covered here. What should I do?**

You should ensure you read all the web pages for the course, including the downloadable Course Brochure, Academic Calendar and Enrollment Directions PDF files. If you still have questions submit them to: [afclc.enroll@us.af.mil](mailto:afclc.enroll@us.af.mil)