Student Handbook



Defense Language Institute English Language Center (DLIELC) Joint Base San Antonio – Lackland, Texas

DLIELC VISION

An innovative, world class military organization providing superior English Language training around the globe.

DLIELC MISSION

Provide Worldwide English language training and resident cultural immersion to enable U.S. military and International partners to communicate in support of Department of Defense and Security Cooperation objectives.

DLIELC ACCREDITATION

The Defense Language Institute English Language Center (DLIELC) is accredited by the Commission on English Language Program Accreditation (CEA) for the period 2015-2025 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as a national accrediting agency.

For further information about this accreditation, please contact the Commission on English Language Program Accreditation, 1001 N. Fairfax Street, Suite 630, Alexandria, VA 22314 via phone at (703) 665-3400 or email at www.cea-accredit.org



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DEPARTMENT OF THE AIR FORCE **HEADQUARTERS 637TH TRAINING GROUP** DEFENSE LANGUAGE INSTITUTE ENGLISH LANGUAGE CENTER JOINT BASE SAN ANTONIO – LACKLAND TEXAS 78236

1 October 2022

Current and Future DLI Students,

Welcome to the Defense Language Institute English Language Center! Since 1954, international students have come to America for training. Here at DLIELC, our goal is to train our nation's national security partners from around the world. The training you receive at the DLIELC campus contributes significantly to meeting that goal. Studying at DLIELC is an important part of your military career and personal development. What you learn here will better prepare you for the challenges of the future.

My expectation for you is to study hard in your classes, listen to and respect my staff, and to participate in the DLIELC cultural programs through our field studies office and our AMIGO program. In my staff you will see diversity in color, creed, background, religion, and many other facets. This diversity allows DLIELC to bring many special skills to understand and teach our international students. Please take every opportunity to learn from the teachers and other students in your classrooms, the hallways, or during social activities.

If you need any assistance while at DLIELC please talk with the faculty, staff, Country Program Managers, or Military Training Managers. If they cannot assist you, please do not hesitate to knock on my door in building 7535 "International Hall" room G069. We will help you find a solution.

I want your experience at the DLIELC to be positive. I along with the DLIELC staff hope your time in the United States continues to strengthen our nations' partnership as we start our relationship with you.

Sincerely

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SCHAEFER.JOSEPH.V Digitally signed by SCHAEFER.JOSEPH.VINSON.1078 Date: 2022.10.03 10:56:43 -05'00'

JOSEPH V. SCHAEFER, Colonel, USAF Commandant

DLIELC CONTACT INFORMATION

DLI Front Desk	+1 210-671-2929*
Wilford Hall Family Emergency Center	+1 210-292-7331
Lodging / Billeting	+1 210-675-5050**
Military Training Managers (MTM)	+1 210-925-0880
Country Program Managers (CPM)	+1 210-671-4212
DLI Website	https://dlielc.edu
Official Mailing Address *For Official Government Mail Only	DLIELC 2235 Andrews Avenue JBSA-Lackland AFB, TX 78236-5514

^{*}The DLI Front Desk can be reached 24/7, with personnel physically manning the desk from 0600-2100 on Monday-Thursday and Friday's from 0600-1800. There is also an on-call presence after-hours and on weekends.

^{**}To reach lodging for an International Military Student, members to include family may call +1 210-675-5050 followed by the student's room number.

INTRODUCTION TO DLIELC

Welcome to the Defense Language Institute English Language Center, also referred to as DLIELC or DLI. This handbook provides information about DLI training and basic United States (U.S.) military customs and courtesies.

DLIELC is a world-renowned institution in the field of English Language Training. Our mission is to teach, monitor, and conduct the Defense English Language Program. This includes all programs for U.S. Armed Forces and for International Military Students (IMS) and Civilians. We provide English Language Training to students sponsored by the U.S. Air Force, Army, Navy, Marine Corps and Coast Guard.

U.S. military training and professional military education courses are challenging. Therefore, each student must be able to speak and understand the English language in order to successfully complete his or her training.

Each year, up to 12% of the international military students who come to the U.S. for training start their journey at DLIELC. Their purpose is to study English, to improve their English ability, to learn to be English Instructors, or to become English language school administrators for their respective ministries of defense. Students are immersed in an English-only environment from the first day.

DLIELC is a gateway to the U.S. An average of 80 Partner Nations are in residence every day. The student body can exceed 1,300 students daily. Approximately 25,000 military students are in classrooms throughout the world studying the DLIELC American Language Course.

ARRIVAL INSTRUCTIONS

PRE-ARRIVAL

- The Security Cooperation Officer (SCO) must enter the Invitational Travel Order (ITO) and travel itinerary into a data management system known as Security Assistance Network (SANWeb).
- Students must carry a physical (NOT electronic) copy of an authorized ITO with them at all times. Only students with an authorized ITO are allowed to enter JBSA-Lackland.
- Recommend officers have a minimum of \$500.00 and enlisted \$250.00 in cash for any expenses during the trip to San Antonio and initial weeks at DLIELC.
- Students must arrive in San Antonio NO later than Tuesday at 1600 of the week prior to the scheduled class start date.
- Students must be present at the New Student Orientation held on the Thursday and Friday (start time: 0745) prior to class start date, or they will not be allowed to begin English Language Training.
- SCOs should check the DLIELC website (https://dlielc.edu/) or the Defense Security Cooperation University (DSCU) website (https://www.dscu.edu/itm?id=5) for DLIELC Alternate Arrival Date Calendar for U.S. holiday weeks.

HEALTH CARE COVERAGE

Prior to departure from country, students must make arrangements for health care insurance and ensure there

is an agreement with their government to cover any medical expenses.

Students may use the medical care facilities located on base, to include the JBSA-Lackland clinics and the Wilford Hall Family Emergency Center. Students must have their Identification Card (ID) and their ITO must be registered in the medical database in order to access on-base medical care. If students do not have an ID card yet, their passport and ITO are acceptable.

ARRIVAL IN SAN ANTONIO

Upon arrival at the San Antonio International Airport, report to the United Service Organization (USO), located in the Terminal B baggage claim area. A USO representative will direct you to the Yellow Cab San Antonio Company, or students can contact Yellow Cab directly (210-222-2222). Students can take a taxi at their own expense to Lackland AFB. If a Yellow Cab taxi is not taken, students will be dropped off at the Luke (Main) Gate and have to walk to DLIELC.

ARRIVAL AT DLIELC

Upon arrival at DLIELC from the airport, students must report to the International Support Squadron (ISS), commonly called "Operations", located in Building 7437. The International Support Flight (ISF) within the ISS is commonly called the "Front Desk". During their stay at DLIELC, students will be responsible for the information provided in these briefings and in this handbook. Failure to follow DLIELC rules and procedures will result in academic or disciplinary issues.

There is a shuttle available for transportation from Luke (Main) Gate, Valley High Gate, and DLIELC Front Desk, as well as other popular destinations on base. The shuttle is available to all students to use and typically arrives roughly every 15 minutes at each stop going both clockwise and counterclockwise. You can ask the shuttle driver for specific drop off locations.

Students should hand-carry physical copies of the following documents:

- Three (3) copies of ITO
- Passport / Visa
- Required medical documents with officially certified translations in English, to include signed and stamped medical DD Forms 2807-1 (Report of Medical History) and 2808 (Report of Medical Examinations).

If students do not bring these medical forms, they will not be able to in-process or start training and will be returned homeland within fifteen days unless the SCO at the U.S. Embassy can email them to DLIELC.

INVITATIONAL TRAVEL ORDERS (ITO)

The ITO is the official document authorizing all training and entitlements while in the U.S. Students should verify that the ITO:

- is not in a pending or planning status
- reflects the entire expected training timeline
- identifies any periods of authorized travel and leave
- lists all family members authorized to accompany you (SCOs must submit a request authorizing family members to accompany an IMS to DLIELC, by exception only)
- states any additional pay entitlements and baggage limits

• provides passport information, including transit visa requirements

If the ITO does not reflect all authorized training or is in a pending or planning status, JBSA-Lackland Security Forces (on base police) will not allow a student to gain base access. Students will have to stay at a local motel or hotel at their own expense, and DLIELC will delay class entry, entry English Comprehension Level (ECL) test, medical clearance initiation, and ID card issuance. Family members or other dependents will only be allowed onto JBSA-Lackland or any other U.S. military base if they are listed by name and relationship, to include date of birth, passport, and visa information, on the ITO. Unauthorized family members or other dependents will NOT be permitted onto any U.S. military base.

DEPENDENT INFORMATION

DLIELC does not authorize dependents, nor will the institution make accommodations for them. If students bring dependents, they are personally responsible for their dependents' needs and costs. For dependents who will attend U.S. schools, students are required to bring copies of immunization and academic history records in order to enroll them.

Students are not authorized to use class time for dependents' personal or medical needs. There is no adult medical care available on base for dependents. For off-base care, students must find doctors who accept their insurance. DLIELC does not assist students with scheduling medical appointments for dependents.

If dependents are listed on the ITO, take the ITO and the insurance card (if applicable) to the medical facility; these documents will determine responsibility of payment for treatment.

RULES AND EXPECTATIONS

While at DLIELC, students will:

- Maintain a professional image in speech and dress
- Wear a complete neat, clean uniform
- Wear hats (covers) when outside
- Smoke only in designated areas
- Be on time and attend all classes, appointments, and formations
- Never cheat on tests, quizzes, or homework

CLASS ATTENDANCE

Class attendance is MANDATORY for ALL students. Classes are on Monday-Thursday from 0730-1435, with a one (1) hour break for lunch, and Friday from 0730-1230. Classes at DLIELC are approximately 50 minutes long with a short break after each period.

Students must attend all classes and be on time. Students not inside the classroom by 0730 are marked absent for the 1st period. For periods 2-6, students are tardy if not inside the classroom when the bell rings. Students who miss more than 5 minutes of class are marked absent for that class period.

MTMs assign disciplinary points for unauthorized absences.

REPORTING PROCEDURES FOR ABSENCES

If a student will be absent from class due to medical reasons, he / she must call the MTM office at +1 210-925-0880 and leave a message with the following information:

- Name
- Student Control Number
- Clinic they are or will be attending
- Contact Number

Students are required to bring a doctor's note in order for absences to be marked as authorized by the ISF Front Desk.

FIRST MONDAY OF CLASS

If the United States government pays for any portion of the students' travel or living allowances, students must attend a finance (living allowance) briefing after class at 1445. Students must bring the following documents to the briefing:

- Copy of ITO
- Copy of all Travel / Transportation / Airline Ticket Receipts
- Detailed Lodging Receipt (Gateway Inns and Suites on base)
- Students sponsored by the U.S. Navy must have a P.O. Box address which they will need in order to open an account in a U.S. Bank. They will also need a copy of the bank account number and a blank check. (The Navy process in under review and may change)
- U.S. Air Force and U.S. Army-sponsored students will receive a New York City Bank (NYCB) Debit Card.

TUESDAYS

Students take the ECL test. Dates may vary due to U.S. holiday schedule.

LIFE AT DLIELC

MILITARY CUSTOMS AND COURTESIES

DLIELC is a military school on a U.S. military base and students must comply with U.S. military customs and courtesies at all times.

MILITARY UNIFORMS AND SALUTING

Students must wear the complete military uniform to class and all designated scholastic events. Hats (covers) should not be worn inside buildings, but must be placed on the head as soon as the student steps outside. Saluting on DLIELC is not required due to the diversity of rank insignia among our partner nations. However, when possible, saluting and addressing superiors properly is encouraged. If you are saluted, render back.

NAMETAGS

Nametags are prepared and issued to all military and civilian students when checking in at the ISF Front Desk. Nametags must be worn on the uniform at all times.

RANK INSIGNIA

An equivalent U.S. rank insignia and a DLIELC insignia are issued to military and civilian students when they receive their ID cards. These must be worn at all times on the right side shirt pocket on either side of the nametag.

ID CARD

A military Common Access Card (CAC) will be issued and must be carried **at all times**. The PASS and ID staff will instruct students on how to register the CAC in the Defense Biometric Identification Database System (DBIDS). This card authorizes students to access the base, the BX, Commissary, military clinics and hospitals, International Hall (Building 7535), and the ECL testing laboratory. Without their CAC, students will be denied access.

DO NOT allow anyone to use your CAC. If a CAC is lost or stolen, report it immediately to the PASS and ID office (Building 7437, Room 108 and 109). Duplicates are only issued in the case of loss.

Upon leaving DLIELC and returning homeland, students will be required to return their CAC and any authorized dependents' ID cards.

MILITARY CUSTOMS

- **Reveille:** At approximately 0545 every morning, the base plays music to awaken military personnel and to alert them for assembly.
- **Retreat:** At approximately 1730 every evening, the base has an official ceremony to lower the U.S. flag while music is playing. It is a U.S. military custom to stop activities, turn toward the flag or music, and come to attention until the music stops. If students are walking or driving during this time, they must stop until the music ends.
- **Taps:** At approximately 2100, the base plays music as an order to extinguish all lights.

SENIOR RANKING STUDENT

The senior ranking student from each country will enforce military standards among his / her countrymen and perform the following functions: observe disciplinary and academic boards, conduct student meetings, attend quarterly senior student meetings, monitor the morale and welfare of countrymen, and represent his / her country and students at social events.

ZOOM INFORMATION

If told to do so, students may access the Zoom platform to attend class. Follow the below-listed instructions for accessing Zoom. For additional support, navigate to **support.zoom.us**.

- 1) *Install and Download*: Navigate to **zoom.us** and create an account by selecting "Sign Up, It's Free". Once you complete sign-up, select "Go To My Account". Next, click "Resources" and select "Download Zoom Client". Install the application after download.
- 2) Log In, Set Up, and Personal Meeting ID (PMI):
 - a. *Via Webpage*: Navigate to **zoom.us** and log in with your selected email username and password. A PMI is assigned to you automatically as a permanent virtual room. You can start it at any time or schedule for future use. To change your PMI, go to your Profile and click "Edit".
 - b. *Via Application*: Once the Zoom application is installed, click "Sign In" and log in with your selected email username and password.
- 3) *Schedule a Meeting*:

- a. *Via Webpage*: Navigate to zoom.us and log in with your email username and password. Click "Schedule a Meeting" in the top navigation bar. Input meeting details and click "Save". Copy the "Join URL" button or click "Copy the Invitation" and send to attendees through your email and calendar client.
- b. Via Application: Launch the Zoom application and click "Schedule".

4) Meeting Controls:

- a. *Audio*: After joining or starting a meeting, you can join audio by phone or by computer. Choose "Join Audio by Computer" to connect your computer's speaker and microphone to the Zoom meeting. You can test your audio connection before joining by clicking "Test Computer Audio".
- b. *Video*: Before or during a meeting, click "Settings". Click "Video" to preview your camera or click the drop-down arrow to choose a different camera. During a meeting, click "Video" in the meeting toolbar to start or stop your video.
- c. *Chat*: Click "Chat" to instant message with other participants while in a meeting. In the "Chat" panel, click the dropdown to select whether you want the message to go to everyone in the meeting or a single participant.

CONTACTING YOUR EMBASSY

While at DLIELC, students may ask their CPM to assist them in calling or emailing documents to their Embassy in Washington, D.C.

CLIMATE AND WEATHER

San Antonio has a subtropical climate. The average daily temperature varies from 43° Fahrenheit (6° Celsius) in the winter to 105° Fahrenheit (45° Celsius) in the summer. Summer is long and hot, and winter is usually mild, but below-freezing temperatures can occur suddenly. The average humidity varies from 35% to 80%.

LIVING ON BASE AT GATEWAY INN AND SUITES

Gateway Inn and Suites are open to students for their use to stay in, but it is not under the authority or management of DLIELC. Rooms are provided on a first-come, first-served basis, and pricing is charged on a nightly basis. Officer and enlisted personnel pay rates differ. Dependents cannot live on base, and temporary family housing is not available. On base, students can purchase affordable meals at the international dining facility, the Amigo Inn, which is located on the DLIELC campus.

ROOM ASSIGNMENT / INSPECTION

Depending on availability, lodging rooms are assigned as either officer (private restroom) or enlisted (shared restroom). Report any room damages to the front desk of lodging within 24 hours (1 day) of arrival; after 24 hours, fines may be charged. Do not move room furniture. Students not following lodging rules and regulations are subject to possible disciplinary action and could be removed from the room. Pets are not allowed in lodging.

BILLETING AND PHONE CHARGES

Room charges must be paid to lodging front desk personnel once a month.

U.S. Navy and U.S.-Army-sponsored students receiving U.S. government Travel and Living Allowance

(TLA) do not receive funds to pay for their rooms. Instead, charges for their rooms will be billed directly to the sponsoring agency. U.S. Air Force-sponsored students do receive funds to pay for their rooms.

TELEPHONE USE

Lodging phone charges occur for all long distance calls (however, local phone calls in San Antonio are free). DLIELC recommends using personal mobile phones or phone cards. Phone charges apply whenever 1-800, 1-888, or 1-900 phone numbers are called. The lodging office is authorized to collect student telephone charges; however, they have no control over the rates or quality of service. For any room telephone issues, notify the lodging front desk personnel.

HOUSEKEEPING SERVICES

Housekeeping services are provided Monday-Friday from 0800-1530 and Saturday-Sunday from 0900-1530. If a "DO NOT DISTURB" sign is posted on the door, housekeeping will not clean the room. "DO NOT DISTURB" signs may not be posted for more than 72 hours (3 days). Housekeeping WILL NOT CLEAN the rooms that have trash, clothing, and towels on the floor. Electronics are to be placed in the desk or shelf areas to prevent any damages and ensure the rooms get serviced. Place clothing in closets and drawers and dirty clothing in a proper container. Throw away spoiled food and do not keep open containers of food to prevent attracting insects and other pests.

COOKING

Cook only with the microwave provided in the room and clean after each use. Other cooking devices (hot plates, rice cookers, crock pots, etc.) are not authorized and will be removed. Damages that occur should be reported, possible charges may occur. NEVER use metal objects in the microwave – the resulting damage could cause fires and bodily injury.

ROOM KEY CARDS

Lodging provides room key cards that allow access to the laundry rooms located within the buildings. Report any lost or stolen cards to the lodging front desk at 210 -675-5050. Do not share room or laundry cards with others. Room keys must be returned upon checkout.

LAUNDRY ROOMS

Laundry rooms are for lodging students only. Students who live off base are not permitted to use the laundry rooms. When using the laundry rooms, students must remove their clothes from the machines as soon as the washing or drying cycle finishes. DLIELC is not responsible for clothing that is stolen from the machines. Rooms are equipped with irons and ironing boards. Unplug irons from the wall after use.

QUIET HOURS

Quiet hours for all lodging rooms are from Sunday-Thursday from 2230-0800 and Friday-Saturday from 2400-0800. During these hours, please be quiet and do not disturb others. Possible disciplinary actions and removal from lodging can occur if lodging receives noise complaints. Lodging has been instructed to call Security Forces for all noise complaints.

TEMPERATURE CONTROL

Air conditioning or heating temperatures may be individually adjusted in each room. However, it's not possible to change the thermostat from air conditioning to heating or vice versa. Each room is equipped with a portable fan or ceiling fan.

ENERGY CONSERVATION

To conserve energy, please turn off lights, televisions, coffee pots, irons, etc. when not in use. Please close doors and windows when the air conditioning or heating is in use. Report leaky faucets and broken windows immediately.

FLAMMABLE ITEMS

Do not store highly flammable liquids (gasoline, lighter fluid, etc.) in rooms – any type of open flame is prohibited. Hot coffee pots, irons, or curling irons should never be stored in drawers, lockers, or on the carpet; unplug these devices from the walls before leaving the room.

SMOKING

Smoking is strictly prohibited in base lodging. Students will be charged for professional cleaning if the room smells of smoke. Additionally, students may be fined, removed from the room, and receive disciplinary action if they are found to be smoking within their room. Students may only smoke in designated areas which are clearly marked with signs. There is no smoking with 50 feet of any entrance / exit (to include windows) of a government building.

PEST CONTROL

Pest control (roaches, ants, etc.) is a constant issue in the rooms. Proper food and liquid storage in sealed containers and clean rooms will reduce pest problems. Properly discard waste food and store food in the refrigerator. Report any pest issues to the lodging front desk for immediate pests services.

INTERNET USE

High speed Internet is available in every room and lobby areas. The DLI campus has free Wi-Fi service in the courtyards but this coverage does not extend into all lodging rooms. Students with personal laptop computers can access the Wi-Fi service free of charge.

BUSINESS CENTER

The Gateway Lodge has a business center located across from the front desk area; available every day from 0600-2000. A coffee and tea machine is available as complimentary for hotel guests to use. The DLI campus has free Wi-Fi service in the courtyards, but this coverage does not extend into all lodging rooms. Students with personal laptop computers can access the Wi-Fi service free of charge.

DINING HALL

The DLIELC dining facility is called the Amigo Inn. A variety of food is served daily and is affordably priced. The Amigo Inn staff makes every effort to meet the diverse culinary preferences, cultural, and religious needs of students. Students can direct any questions or suggestions to the AMIGO Inn manager.

Weekdays: Breakfast at 0530-0800; Lunch at 1100-1300; Dinner at 1700-1900 **Weekends / Holidays:** Breakfast at 0730-0900; Lunch at 1100-1230; Dinner at 1730-1900

LIVING OFF BASE

If authorized to live off base, DLIELC cannot assist with leasing an apartment. Students must be prepared to cover ALL EXPENSES of living off base, including rent, security deposit, damage deposit, meals, utility

bills, and transportation.

Please review the lease contract thoroughly for payment dates, renter requirements, and cancellation fees. DLIELC cannot assist students with early lease cancellation. If students choose to cancel their lease early, they must pay the full cost for cancellation. Do not sign a lease longer than the duration of training. DLIELC will not reimburse any costs if students are removed from training for any reason. The military clause that allows U.S. military to terminate their lease early does not apply to international students.

If a student receiving U.S. Government allowances chooses to live off base for any reason, all allowances will be forfeited (i.e. students receive no U.S. government money). Students not receiving U.S. government allowances may live where they choose; however, transportation will not be provided. All students must maintain a current address with the MTM office at all times. DLIELC cannot assist with housing issues for students who choose to bring dependents.

TRANSPORTATION IN SAN ANTONIO

Public transportation in the city is provided by VIA buses. Bus schedule and routes can be found at https://viainfo.net. Taxis and ride sharing companies, such as Uber and Lyft, can also provide transportation but may have limited access to JBSA-Lackland.

There are also many rental car agencies in the city which require a valid State driver's license. Driver's licenses from some countries are not recognized by the State of Texas. Living off base and driving in the U.S. are privileges – absences due to transportation problems will not be authorized.

DLI POST OFFICE (P.O.)

The Post Office on the DLI campus is located at Operations Building 7437 and issues post office (P.O.) boxes on Monday-Friday from 1230-1500. A student's postal address will be:

Student First and Last Name PSC 2, 2220 Andrews Ave Unit # (P.O. Box) JBSA-Lackland, TX 78236

It is a federal crime to allow anyone else use your postal address / box. All mail must be sent to your personal P.O. Box. DLIELC will not receive any mail for students.

RELIGIOUS SUPPORT

The U.S. Air Force and DLIELC respect everyone's cultural, religious, and spiritual beliefs and practices. DLIELC may accommodate specific needs with appropriate approval through the Country Liaison Officer (CLO), Country Program Manager (CPM), or the appropriate chain of command. Religious activities are ONLY permitted in approved areas such as chapels, mosques, and prayer rooms.

RELIGIOUS SERVICES

Please see below for the religious services offered on JBSA-Lackland. Call 210-671-8701 for any questions.

Contemporary Protestant: Sunday at 0930 at Freedom Chapel (Building 1528)

Gospel Protestant: Sunday at 1230 at Freedom Chapel (Building 1528)

Catholic Confession: Saturday at 1600 at Freedom Chapel (Building 1528)

Catholic Mass: Saturday at 1700 at Freedom Chapel (Building 1528)

Muslim Prayer Service: Friday at 1300 at Interfaith Chapel (Building 7452)

Orthodox Christian: Sunday at 0830 at Airmen Memorial Chapel (Building 5432)

CIVILIAN CLOTHING

Outside of class hours, students may wear appropriate civilian clothing. In order to respect others, please be fully dressed when outside lodging rooms.

The dining facility (AMIGO Inn), Gateway Club, and fitness centers have strictly enforced dress codes; please dress appropriately when using these facilities.

STORING VALUABLES

Secure any valuables (money, laptops, jewelry, etc.) in a room safe. It is the student's responsibility to protect these items at all times. Neither DLIELC nor lodging will replace lost or stolen valuables. If anything is missing from the room, report it immediately to the lodging office, civilian police, or make a report with JBSA-Lackland Security Forces.

BANKS

There is one bank (Bank of America) and one credit union (Security Service Federal Credit Union) located on the base within walking distance of DLIELC. The hours of operation are Monday-Friday from 0900-1600 and Saturday from 0900-1300.

U.S. Navy-sponsored students receiving a living allowance through the U.S. Government must open a bank account. Students need their ID card, ITO, P.O. Box address, and minimum of \$30 to open a bank account. Follow the directions provided by the bank to activate the bank debit card.

U.S. Air Force and Army-sponsored students are not required to open bank accounts. Instead, they will be issued debit cards.

PAYMENTS

Students receiving U.S. government funds are paid monthly. The first payment is approximately 4-6 weeks after all in-processing paperwork is completed and turned in to finance. Payments are in accordance with all authorized training listed on the ITO.

Any advance pay received before leaving one's home country is deducted from the first payment. If students have authorization to move off base from on-base lodging, they must notify the 637 ISS, complete the required form, and obtain prior authorization from an MTM and CPM before making any arrangements.

Students receiving a living allowance from the U.S. Government MUST live on base or they will not receive any payments.

LEAVE AND HOLIDAYS

Each country's embassy in Washington, D.C. selects two authorized country holidays each year in addition to U.S. federal holidays. The MTMs / CPMs inform students which country holidays are authorized and students may choose to not attend class.

MTMs and CPMs cannot grant any other days off, including personal days. If students choose to miss class for an unauthorized holiday or a personal day, they may be assigned attendance points if they miss any class periods.

TRAVEL

On holidays and weekends, students are free to travel within the U.S. At least ten (10) days before departing 250 miles outside the San Antonio-metro area, students must complete a travel request form, receive authorization from the ISS Commander, and notify his or her CPM and CLO or senior student of the intent to travel.

JBSA-LACKLAND FACILITIES

There are many facilities on JBSA-Lackland available for student use. Please scan the QR codes below to find the address for each facility:

Base Exchange (BX)	BDOC (Security Forces/Base Police)	Chaparral Fitness Center (Gym)	Dunn Dental

Finance	Mini-Mall	Reid Clinic	Wilford Hall (Hospital)

MEDICAL CARE AT DLIELC

ON BASE MEDICAL CARE

Students may use the following on-base medical care facilities in San Antonio: Brooke Army Medical Center (BAMC) Emergency Room on Fort Sam Houston; or the Wilford Hall Family Emergency Center or Reid Clinic on JBSA-Lackland. If students have a medical emergency and are taken to an off-base civilian hospitals, they must present a copy of their ITO with the Financial Identification Number (FIN) any amendments if applicable, and their ID card.

If a student tests positive for COVID-19, please call the DLI / ISF Front Desk at 210-671-2929 for further instructions. DO NOT go in person to the Front Desk or return to class.

EMERGENCY

Call 911 for a serious or life threatening situation.

Upon return, students must provide the ISF Front Desk or MTMs with an update of their condition and medical documentation to justify the absence.

DENTAL CARE

Dunn Dental is located on JBSA-Lackland. Unless a flight or specialty physical is required, Dunn Dental does not offer dental care to DLIELC students other than an assessment for dental emergencies. Assessments are accomplished at dental sick call on Monday- Friday from 0700-1200. Any Dunn Dental recommendations are provided for off-base dental care; however, only urgent care will be referred off base.

Students with a CLO will submit the Dunn Dental Emergency Care form to their CLO for authorization of off-base dental treatment. Once approved, the CLO office will arrange off-base dental care.

Students without a CLO will submit the Dunn Dental Emergency Care form to their CPM, who requests country authorization for off-base dental treatment.

FLIGHT PHYSICALS

Flight and specialty physicals are required for students attending high-risk Follow-on Training (FOT). The SCO at the U.S. Embassy will inform students of this requirement, if applicable.

While at DLIELC, these students may need additional medical tests, or their doctor may determine that a student needs a flight / specialty physical. In either case, students will be notified and scheduled for several mandatory appointments. Students must arrive at least ten (10) minutes early to the appointments and take a copy of their DD 2807-1 and 2808 medical forms, lab results, and X-rays. Students must attend all scheduled appointments; otherwise, their FOT may be delayed or canceled.

AUTHORIZED MEDICAL APPOINTMENTS

When leaving class, students must sign out at the ISF Front Desk and receive an appointment slip before going to any scheduled medical appointment. To receive an authorized absence from class, students must have a "Return to Work / School" form from the medical providers' office. Students must sign in at the ISF Front Desk after the appointment and before returning to class. If students have a medical appointment during class hours and do not sign out and in, their absence will be marked as unauthorized.

Only approved medical providers can authorize bed rest and provide students a written form to justify the absence. Students must have a "Return to Work / School" form from the medical providers' office to return to class. Students must give the form to an MTM, who authorizes any absences from class. Students who are absent without authorization will be declared as an absconder after 24 hours or more of continuous unauthorized absence and could be returned to their homeland.

If students choose to have a procedure that is not medically necessary, they must receive authorization from the CPM BEFORE having the procedure.

DRIVING IN THE U.S. AND ON MILITARY INSTALLATIONS

DRIVING RULES

The following documents are required before students can legally drive in the U.S.:

- A current state, a current international, or another country's current driver's license that is recognized by the state of Texas
- Proof of vehicle ownership (a title, a bill of sale, or a rental contract)
- Proof of current vehicle insurance

Police will ask students to show these documents during a traffic stop. If students do not have these documents, police may give them a ticket and/or arrest them. If stopped by the police, remain in the vehicle and listen to instructions; NEVER argue, offer money, or fight with a police officer. If students are involved in a vehicle accident, they are required to stay at the location of the accident until police arrive and the official report is written.

Obey all traffic laws both on and off JBSA-Lackland. The speed limit on JBSA-Lackland is 30 miles per hour (mph) in most areas, but drops to 20 mph in selected areas. Seatbelts are mandatory for everyone in the vehicle. All children less than 57 inches (1.45 meters) tall are required to be restrained in an appropriate car seat. Motorcycles are NOT authorized for students attending DLIELC.

Driving while in the U.S. and on any U.S. Military installation is a privilege. Be aware that this privilege maybe taken away at any time.

TRAFFIC TICKETS

Traffic tickets received on or off base will often result in a fine, and/or an appearance in court, and on-base driving privileges will be taken away for a minimum of 30 days and up to one year. Students must take traffic tickets to an MTM as soon as possible.

The most common tickets are for:

- Speeding
- Parking in fire lanes or on the side of the road
- Not stopping completely at stop signs or traffic lights
- Illegal right turns
- Open containers of alcohol

DRINKING AND DRIVING

DLIELC has a ZERO tolerance policy for driving under the influence of alcohol or drugs. Any student arrested, detained and/or issued a ticket for driving under the influence will be DISENROLLED FROM DLIELC IMMEDIATELY. Do not drink alcohol and drive!

Texas states that it is against the law for any person to drive a motor vehicle while under the influence of alcohol or drugs with a blood alcohol concentration level of .08% OR demonstrate signs of impairment, regardless of blood alcohol concentration level. Any person entering, exiting, or driving on base that is believed to be operating a vehicle under the influence of alcohol or drugs will be detained and given a field sobriety test and a breathalyzer test. If you violate these laws, the U.S. Government can have you jailed, require payment of monetary fines, seize your vehicle, revoke your driver's license, and/or remove driving privileges on all military bases.

MAKE A PLAN. All students are encouraged to have a plan when going out and to utilize the buddy system (always have a person with you).

- 1. Have a designated driver. A designated driver DOES NOT DRINK ALCOHOL and is responsible for driving any individuals who have consumed alcohol home at the end of the night.
- 2. Call a cab!

a. Yellow Cab San Antonio: 210-222-2222

b. National Cab: 210-434-4444

- c. San Antonio Cabs: 210-900-2151
- 3. Download Uber or Lyft apps on a smart phone.
- 4. Use public transportation.

RECKLESS DRIVING

Reckless driving is a serious crime in the state of Texas and can result in fines, loss of driving privileges, and detainment by law enforcement. Reckless driving refers to an individual's indifference to others' safety. When a driver ignores the safety of others on the road, law enforcement officers may consider that he or she demonstrates reckless, careless, or dangerous driving. The following may be considered reckless driving:

- Operates a motor vehicle at an excessive or dangerous speed
- Runs stop signs or red lights
- Fails to yield the right-of-way to other drivers and pedestrians
- Drives under the influence (DUI) or drives while intoxicated (DWI) (it's possible to be *charged and convicted of a DUI/DWI* as well as reckless driving)
- Races with other motor vehicles
- Evades law enforcement
- Passes over a double yellow line on a two-lane highway
- Texts or talks on a mobile device and drives
- Passes a stopped school bus
- Fails to provide electronic or hand signals

PARKING AT DLIELC

Parking spaces for students on campus are limited to designated areas only; refer to map handout for designated student parking lots. Students found parking in unauthorized locations will receive a ticket, points, and may lose military base driving privileges. You must park in a space with white lines!

DO NOT PARK in the following places:

- Fire lanes or near a fire lane (curbs / ground marked in red)
- Reserved spaces
- Side of the road
- Grass
- Next to or near a "No Parking" sign

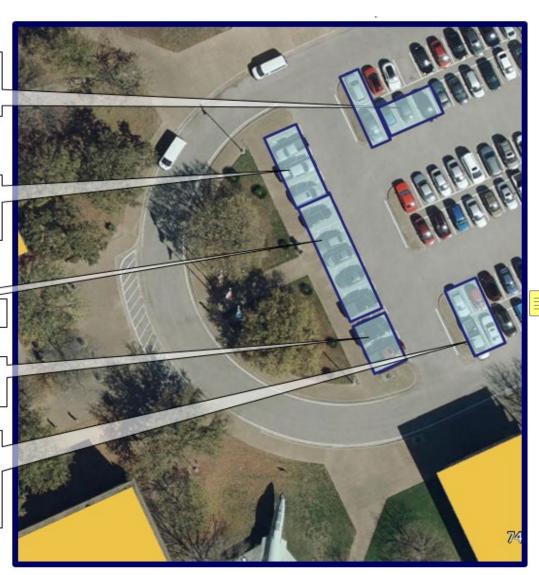
637 ISS/CC 637 ISS/DO 637 ISS/SEL

REVERT BACK (x3) ADA PARKING

5 - ADA Parking Spaces

REVERT BACK (x2) ADA PARKING

637 TRSS/DL 637 TRSS/DO 637 TRSS/SEL GOV







INAPPROPRIATE / ILLEGAL BEHAVIOR

DEFINITION

Illegal actions on and off base can result in termination of training, arrest, and/or criminal charges. Illegal behavior is taken very seriously and will likely result in disciplinary probation and/or a recommendation to return homeland.

A Disciplinary Evaluation Board (DEB) includes military service members and civilians who monitor a student's disciplinary performance while at DLIELC and investigate all reports of illegal and inappropriate behaviors.

DRUGS AND ALCOHOL

Never:

- Buy, use, and/or sell illegal drugs, including marijuana
- Accept medication that is not yours even if it is prescribed by a doctor
- Drive when you have been drinking alcohol or are under the influence of drugs
- Drive with an open container of alcohol in the vehicle
- Be drunk in a public place
- Purchase alcohol for or drink alcohol with anyone under 21 years of age

SEXUAL MISCONDUCT

Never:

- Solicit or pay a prostitute for sex
- Force a sexual act on another person
- Have sexual relationship with anyone under 18 years old, even if he / she agrees to it
- Grab or touch a person sexually while in a public place
- Follow someone without permission

NO MEANS NO, DO NOT ASK AGAIN. American women do not always dress in a way that is considered modest in other countries, but it acceptable in the United States. DO NOT touch a female or male unless she / he gives you permission. DO NOT make inappropriate comments or gestures. Behaviors such as smiling or showing cleavage is also considered ordinary and acceptable in most cases. This does not necessarily mean that a man / woman wants sexual attention or that they want to be touched.

Women are legally, politically, and professionally equal to men in the United States. The way a man or woman dresses is a sign of his or her style. **Do not make an assumption that they are trying to get your attention with the way they are dressed.** If you attempt to make advances at an individual and they react with surprise or negativity it means they are offended and you should apologize and leave the person alone. **Do not continue to flirt or talk with the individual if they have indicated they are not interested in you.**

Prostitution (exchanging sex for money or other items of value) and patronizing (paying someone for sex) are both illegal in Texas. This is true even if you are caught merely *offering* to buy or sell sex. A massage therapist does not offer any illegal services and you should not ask them to provide any; never expect more than a professional massage. If you make an inappropriate proposition, you are asking that individual to break the law and you could be arrested.

SHOPLIFTING

Never:

- Take items from a store without paying for them
- Switch the contents of a more expensive container for a less expensive container
- Throw away sales receipts you need them to prove that you paid for your items when leaving a shop

TRAINING OVERVIEW

DLIELC PERSONNEL

- **Commandant:** United States Air Force (USAF) Colonel who is responsible for students' training at DLIELC.
- TRS Commander / Dean of Academics: USAF Lieutenant Colonel responsible for overseeing all instruction, curriculum development, testing, and academic support issues.
- International Support Squadron (ISS) Commander: USAF Lieutenant Colonel responsible for support to International Military Students at DLIELC.
- Country Program Manager (CPM): Civilians responsible for matters involving the management of students' language training. CPMs are available on Monday-Friday from 0730-1530. Students may only visit their CPM during the duty day (i.e. during class) if instructed by their CPM to do so.
- Military Training Manager (MTM): MTMs assist with the personal and professional needs of students, including attendance, accountability, and disciplinary issues. MTMs are available for student support on Monday-Thursday from 0800-1600 and Friday from 0800-1500.
- **Training Technicians:** Training technicians manage all student orientation requirements, flight itineraries, and graduation documents.
- **Information Receptionists:** Information receptionists are responsible for student in-processing and accountability, transportation requests, living arrangements, and subsistence allowance.
- Classroom Instructors: Instructors improve students' general, specialized, and advanced English language skills.

ACADEMIC TRAINING

The DLIELC curriculum is divided into three academic areas: **General English Training** (GET), **Specialized English Training** (SET), and **Advanced English Training** (AET).

- **GET:** Students learn and practice general reading, writing, listening, and speaking English language skills using the DLIELC American Language Course (ALC) materials. Students advance based on individual progress with book quizzes, performance evaluations, and ECL tests.
- **SET:** Students learn and practice functional aspects of language, learning strategies, and terminology associated with technical training and professional military education skills that prepare them for FOT.
- **AET:** Students improve language proficiency skills through advanced language development courses and/or develop their skills as English language specialists to work in their countries' English language training programs as instructors, managers, and curriculum/test developers.

DLIELC instructors combine educational expertise with teaching techniques and technology. Academic training includes computer-based instruction such as Smartboards and interactive multimedia language

lessons as a part of the curriculum.

After class, students can continue their studies independently in the DLI Library or the Learning Resource Center (LRC), by attending a Supplemental Language Training Club, or by requesting a one-on-one instruction from an instructor after class. The LRC offers eighty multimedia stations, as well as additional audio and TV / DVD stations. LRC personnel can guide students in using a wide variety of in-house and commercially produced audio, video, and CD programs.

SOCIAL MEDIA

DLIELC supports responsible social media as a way to communicate and share pictures, events, and memories at DLIELC. Pictures or information about other students or DLIELC personnel are not to be posted without first gaining their written permission. The permission form is available in the Field Studies Program (FSP) office.

Photography is not permitted in the class room or on the installation without the knowledge or consent of the individual(s).

Students should not post pictures of their Common Access Card (CAC), passport, ITO, etc. on social media. Please keep Operational Security (OPSEC) in mind at all times; do not post any locations or "check in" to identify any location.

GIFTS FOR DLIELC PERSONNEL

Students are not encouraged nor asked to give gifts to DLIELC personnel or any other Americans, although it may be customary for people of other countries to do so. Any gifts given to DLIELC personnel are received on behalf of the U.S. government and DLIELC. Gifts that are presented at graduation to DLIELC must be vetted and approved by the protocol office prior to presentation. No gifts will be accepted at graduation without prior approval.

PROFESSIONAL RELATIONSHIPS AND CONDUCT

At DLIELC, students interact with people from many different cultures. In order for everyone to have a positive experience, DLIELC personnel and students must maintain professional and respectful relationships with each other. Report any inappropriate behavior to the individual's supervisor or chief.

FIELD TRIPS AND AMIGOS

As part of the Joint Security Cooperation Education and Training (JSCET), DLIELC has a Field Studies Program (FSP) section. This learning program is designed to bridge the traditional classroom language training and surrounding communities. The FSP advances awareness and understanding of American culture and increases language proficiency through a variety of activities which promote community interaction. These activities include weekday field trips, voluntary weekend trips, and the sponsorship program.

- Weekday field trips are designed to enhance the traditional classroom and are known as the **Classroom on Wheels**.
- To participate in weekend trips, students must sign up via the Signal App. Participants are chosen randomly through a computer program.

Students will also have an opportunity to find a friend for life and further their understanding of the American way of life as they take part in DLl's sponsorship program known as American Members of International Goodwill to Others (AMIGO). The overall objective of the AMIGO Program is to make the students feel welcomed while undergoing training. For more information, please stop by Building 7535 Room G030 or send an e-mail to daniel.vega.9@us.af.mil.

DEPARTING DLIELC

OUT-PROCESSING BRIEFINGS

When leaving DLIELC to report to FOT or return homeland, students must attend two mandatory briefings: a DLIELC out-processing briefing and a finance briefing. DLIELC will not issue graduation documents, final pay vouchers, or baggage allowance (for U.S. government-purchased tickets) if students do not attend these mandatory briefings and complete the appropriate paperwork on time.

Students MUST attend the graduation ceremony. Students who are unable to attend graduation are required to pick up their diplomas from their Country Program Manager (CPM) prior to departing DLIELC.

On Tuesday before the week of departure, students will receive their departure package from a Training Technician at the out-processing briefing. Students continuing to FOT will keep their ID cards until completion of FOT. Students with FOT at a contractor training site on a non-military installation and those returning homeland will return their ID cards and any authorized dependent ID cards at graduation.

STUDENT FEEDBACK

Students have several opportunities to provide feedback at DLIELC regarding the quality of training and support. DLIELC Student Comment Forms are available in paper form in all classrooms and electronically at https://usgov.questionmark.com/home/200291/user.

In addition, approximately two (2) weeks before graduation, students will also complete an End-of-Course Survey and rate all areas of DLIELC. DLIELC may contact students at FOT to inquire how they are doing and determine the quality of training received at DLIELC. Student comment reports are prepared for the DLIELC Commandant using data collected from the Comment Forms, End-of-Course Survey, and FOT contacts.

POSSESSION OF OFFICIAL TESTS

Only students taking a test with an instructor or test monitor present should have official test materials. If a student has practice test materials but is not sure if the test materials are official or not, the student should show the materials to an instructor or supervisor. However, if a student is in possession of official test materials and does not report them, he or she will undergo an academic or disciplinary board with a recommendation to return homeland.

FREQUENTLY USED ACRONYMS

AET	Advanced English Training
ALC	Advanced English Training American Language Course
ALCPT	č č
ASAP	American Language Course Placement Test As Soon As Possible
BQ BX	Book Quiz
	Base Exchange
CAC	Common Access Card (ID Card)
CC	Commandant / Commander
CLO	Country Liaison Office / Officer
CPM	Country Program Manager
DBIDS	Defense Biometrics Identification Database System
DEB	Disciplinary Evaluation Board
DLIELC	Defense Language Institute English Language Center
ECL	English Comprehension Level
EFL	English as a Foreign Language
ELT	English Language Training
ELTP	English Language Training Program
ESL	English as a Second Language
FMS	Foreign Military Sales
FOT	Follow-on Training
GET	General English Training
ID	Identification
IMET	International Military Education and Training
IMI	Interactive Multimedia Instruction
IMS	International Military Student
IMSO	International Military Student Office / Officer
IRF	International Resident Flight
ISF	International Support Flight
ISQ	International Student Quarters
ISS	International Support Squadron
ITO	Invitational Travel Order
JSCET	Joint Security Cooperation Education and Training
LOA	Letter of Agreement
LOC	Letter of Counseling
LOP	Letter of Probation
LOR	Letter of Reprimand
LOW	Letter of Warning
MASL	Military Articles and Services Listing
MILDEP	Military Department
MTM	Military Training Manager
NLT	No Later Than
OPI	Oral Proficiency Interview
OPSAV	Oral Proficiency Skills for Aviation
RIM	Retainable Instructional Material
SCO	Security Cooperation Organization / Office
SET	Specialized English Training
SF	Security Forces
SI	Special Inquiry
TCO	Test Control Officer
TOEFL	Testing of English as a Foreign Language
USO	United Service Organizations
V/R	Very Respectfully
	1 / 1

U.S. MILITARY OFFICER RANK INSIGNIA

	AIR FORCE	ARMY	MARINES	Navy
O-10	***	***	***	
goes by	GENERAL General	GENERAL General	GENERAL General	ADMIRAL Admiral
O-9	LIEU- TENANT GENERAL General	LIEU- TENANT GENERAL General	LIEU- TENANT GENERAL General	VICE ADMIRAL Admiral
O-8	MAJOR GENERAL	MAJOR GENERAL	MAJOR GENERAL	REAR ADMIRAL (UPPER HALF)
goes by	General	General	General	Admiral
0-7	BRIGADIER GEN-	BRIGADIER GEN-	BRIGADIER GEN-	REAR ADMIRAL
goes by	ERAL General	ERAL General	ERAL General	(LOWER HALF) Admiral
O-6	W. T.		STATE OF	
goes by	COLONEL Colonel	COLONEL Colonel	COLONEL Colonel	CAPTAIN Captain
O-5	LIEUTENANT COLONEL (SILVER OAK LEAF) Colonel	LIEUTENANT COLONEL (SILVER OAK LEAF) Colonel	LIEUTENANT COLONEL (SILVER OAK LEAF) Colonel	COMMANDER (SILVER OAK LEAF) Commander
goesby	Coroner	Coloner	COIOICI	Commander
0-4	MAJOR (GOLD OAK LEAF)	MAJOR (GOLD OAK LEAF)	MAJOR (GOLD OAK LEAF)	LIEUTENANT COMMANDER (GOLD OAK LEAF)
goes by	Major	Major	Major	Commander
0-3	CAPTAIN (SILVER BARS)	CAPTAIN (SILVER BARS)	CAPTAIN (SILVER BARS)	LIEUTENANT (SILVER BARS)
goes by	Captain	Captain	Captain	Lieutenant
O-2	1ST LIEUTENANT (SILVER BAR) Lieutenant	1ST LIEUTENANT (SILVER BAR) Lieutenant	1ST LIEUTENANT (SILVER BAR) Lieutenant	LIEUTENANT JUNIOR GRADE (SILVER BAR) Lieutenant
0-1	2ND LIEUTENANT (GOLD BAR)	2ND LIEUTENANT (GOLD BAR)	2ND LIEUTENANT (GOLD BAR)	ENSIGN (GOLD BAR)
goes by	Lieutenant	Lieutenant	Lieutenant	Lieutenant

U.S. MILITARY WARRANT OFFICER RANK INSIGNIA

	Army	MARINES	Navy
W-5			
	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER
goes by	Mister	Gunner	Warrant
W-4			
	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER
goes by	Mister	Gunner	Warrant
W-3			
	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER
goes by	Mister	Gunner	Warrant
W-2			
	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER	CHIEF WARRANT OFFICER
goes by	Mister	Gunner	Warrant
W-1	WARRANT OFFICER	WARRANT OFFICER	
goes by			
goes by	WARRANT OFFICER Warrant	WARRANT OFFICER Gunner	

U.S. MILITARY ENLISTED RANK INSIGNIA

	AIR FORCE	Army	Navy	MARINES
E-9	Chief Master Sergeant of the Air Force Chief	Sergeant Major of the Army Sergeant Major	Master Chief Petty Officer of the Navy Master Chief	Sergeant Major of the Marine Corps Sergeant Major
E-9	Chief Master Sergeant	Command Sergeant Major	Master Chief Petty Officer	Sergeant Major
E-8	Chief Senior Master Sergeant	First Sergeant Major Master Sergeant	Master Chief ** Senior Chief Petty Officer	First Sergeant Master Sergeant
goes by	Sergeant	First Sergeant Sergeant	Senior Chief	First Sergeant Sergeant
E-7	Master Sergeant Sergeant	Sergeant First Class Sergeant	Chief Petty Officer Chief	Gunnery Sergeant Gunny
E-6	Technical Sergeant Sergeant	Staff Sergeant Sergeant	Petty Officer First Class Petty Officer	Staff Sergeant Staff Sergeant
E-5	Staff Sergeant Sergeant	Sergeant Sergeant	Petty Officer Second Class Petty Officer	Sergeant Sergeant
E-4	Senior Airman Airman	Corporal Specialist Corporal Specialist	Petty Officer Third Class Petty Officer	Corporal Corporal
E-3	Airman First Class	Private First Class	Seaman	Lance Corporal
goes by E-2	Airman Airman	Private Private	Seaman Seaman Apprentice	Corporal Private First Class
goes by E-1 goes by	Airman (no insignia) Airman Basic Airman	Private (no insignia) Private Private	Seaman (no insignia) Seaman Recruit Seaman	Private (no insignia) Private Private

