



**DEPARTMENT OF THE ARMY  
MISSISSIPPI ARMY NATIONAL GUARD  
154<sup>th</sup> Regiment (RTI)  
3<sup>rd</sup> NCOA  
Camp Shelby, Mississippi 39407-5500**

JFH-MS-RTI-NCOA

2 May 2013

MEMORANDUM FOR RECORD

SUBJECT: Advanced Leader Course Common Core Distance Learning: Welcome Letter

1. Welcome to Advanced Leader Course Common Core Distance Learning. This will be a self-study course in which you are allotted 90 days to complete. This course may be taken from any location that has a secure internet connection. Certain programs are required to be installed on your computer for uses in this course. You will also need speakers for this course. All system requirements can be found at the website listed below. Use of the Blackboard system requires updated AKO login information.

2. Reporting Period: from notification - to 15 days prior to start date of class. Once scheduled for schooling, you will receive 2 initial emails - the first alerting you that you have been scheduled for ALC Common Core with the appropriate dates and the second with instructions (enclosed below) on how to pre-register for the class. The window for pre-registration is from 60 days, (pending ATRRS availability), normally 45 days, until 15 days prior to the start date of your class. 30 days prior to the start date of your class, you will receive a follow-up email reminding you that your class starts in 30 days and that you have 15 days left to do your preregistration responsibilities. At day 15, prior to start date of your class, any soldier who has not pre-registered will automatically be cancelled and be considered a "NO SHOW". The next Soldier on the wait list will move up to a confirmed reservation. Soldiers who move from the wait list to a confirmed reservation at the 15 day prior to start date window should commence their pre-registration responsibilities upon receipt of notification. Soldiers who have been cancelled may incur a 24 month wait time before being rescheduled for any phase of alc.

3. If you have not completed your ALCC enrollment and do not see your ALCC in Blackboard, go to AKO>>Self Service>>My Training>>My Courses module>>Click on the [+] left of your Course ID number>>Click on the hot link ALC001 Bb Module ID for access to Blackboard courseware. That completes your enrollment into ALCC and populates Blackboard (<https://alc.ncoes.army.mil>) with your ALCC. Go directly to Blackboard from here on out, not AKO, to access your course.

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4. If your NCOES ALCC **Learning Module 1 is empty**, either you have not reached your start date, or your in-processing has not been completed successfully. **Course of Action?** Double check each of your In-processing steps and grades associated with those steps. Still need help? **Contact your course POC/Facilitators directly for clarification.** If your enrollment is NOT in My Courses module of AKO, contact ATIA at: (800)-275-2872 Option #5, ask for Ms. Purvis, to have the missing or broken link corrected in the My Courses module of AKO.

5. Prerequisites: After you have successfully logged in; you must complete Blackboard Basics for Students (2 points), ALC Student Letter of Agreement (6 points), and the NCO Support Channel/Chain of Concern (1 point) in order to start the course. You must complete Blackboard Basics for Students and verify that you have completed the Blackboard 101 Quiz. If you do not score two points on this quiz, you will not be able to progress to the ALC Letter of Agreement, which is the next prerequisite. You must complete the Advanced Leader Course (ALC) DL Student Letter of Agreement. The ALC Student Letter of Agreement is written in test format and is imperative to your enrollment progression. By completing this test, you agree that you have read and fully understand the Student Letter of Agreement. If you do not score four points on this test, you will not be able to gain access to Module 1. **You must list your NCO Support Channel/Chain of Concern's Rank, Name, Phone number and AKO email address to receive credit for this assignment or you will not be able to progress.** If you are on a special assignment such as recruiting, joint assignment, or a MiTT team you still need to list your NCO Support Channel/Chain of Concern for at least two levels up. In this same section, you must also provide a solid contact phone number and email where you can be reached should a Course Facilitator/Grader need to communicate with you.

6. It is highly encouraged that you inform your chain of command of your participation and progress in this course so that they can aid you in any means necessary. You should be monitoring your training schedules to ensure that time is made to complete this course, although 90 days seems like a long period of time it can quickly disappear if one becomes complacent in the course. **When you call with issues, please state your class number, as it will speed up the process of finding you in the system, so we may better assist you!!**

7. You will be responsible for completing quizzes, exams, practical exercises and thread discussions throughout four modules of training. These classes are set up with adaptive releases, meaning certain elements must be graded and passed before you are able to move on. Your inputs to discussions will be graded for grammar, punctuation and sentence structure, brush up on these skills. It is imperative that you do not wait to the last moment to attempt to complete your courseware. If you do not meet specific timeframes a letter will be sent to your NCO Support Channel informing them of your lack of progress. The time lines are as follows:

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(a) COMPLETE MODULE 1 BY DAY 30.

(b) COMPLETE MODULE 2 BY DAY 45.

(c) COMPLETE MODULE 3 BY DAY 60.

(d) COMPLETE MODULE 4 BY DAY 85.

(e) ON DAY 85 SOLDIER'S WILL BE NOTIFIED TO TAKE MODULE 4 EXAM. THIS ALLOWS A STUDENT WHO FAILS THE MODULE 4 EXAM AN OPPORTUNITY TO RETAKE THE EXAM BEFORE THE COURSE CLOSES ON DAY 90.

8. Be advised, on Graduation Day, the course will close at 15:00 hours (Mountain Standard Time (MST)); 17:00 hours (Eastern Standard Time (EST)). In order to complete the course, students need to turn in all course curriculums through module 4 threaded discussions no later than 1500 hours (MST).

9. Email the Course Manager back to confirm receipt of this Welcome Letter. This will confirm your email address.

Enclosures:

General Information

Student Log-In Procedures

CSM, MSARNG

COMMANDANT

## General Information

1. This course is Adaptive Release which means you need to complete each lesson within the modules in order to continue on. You cannot skip all the lessons and try to take the exam because you will not be able to. When taking the EXAMS insure you will have plenty of time to take it because once you start the test, you will have 90 minutes to complete it. If you do not do so well in the End of Module EXAMs, we will have to email you a letter (similar to a DA 4856) that you will have to sign and either fax or email back to us. We urge all students to take a snap shot of your End of Module Exam Score, just in case there is a technical issue. To capture a screen shot of your test score, do this:
  - (a) Press the CTRL, ALT, and PRINT SCRNs keys at the same time or just PRINT SCREEN
  - (b) Then open a Microsoft WORD document (c)
  - (c) RIGHT click on your mouse and then CLICK on PASTE (d)
  - (d) SAVE the MS Doc with your TEST screen shot to your desktop (e)
  - (e) EMAIL this MS DOC with your TEST score screen shot to us.
  
2. When you are ready to SUBMIT your exam for grading, make sure you hit the SUBMIT button and not the RED X on the top right because if you do that, the EXAM will just EXIT and nothing will be saved or sent. For all correspondence, please insure you email all of the facilitators (Located on the Announcement Page in Blackboard). Our work schedule is 0830 – 1600 CST Sunday – Saturday. We usually check or email on our days off but there are days when we don't get a chance to so the email goes unanswered until we get back to work.
  
3. Your Instructors/Facilitators are your primary point of contact for this course, so if you have any issues, please contact them. In the past, we have had students that contacted our Senior Enlisted NCOs for issues that Facilitators could have taken care of. I mention this because our NCOs do oversee this course, but with over 300 students in the course, they may not be able to respond to all your emails in a timely manner.
  
4. If you have any further questions, please feel free to contact:
  - (a) Course Manager at (601) 558-2178
  - (b) Facilitator at (601) 558-2457
  - (c) Facilitator at (601) 558-2080
  - (d) Facilitator at (601) 558-2049
  - (e) Facilitator) at (601) 558-24583<sup>rd</sup> NCOA FAX: 601-558-2515

## **Blackboard Help Desk:**

1. For assistance with accessing the ATSC LLC Blackboard system, or if you are receiving a system-related error message, you can contact the ATSC LLC Help Desk by doing one of the following:
  - (a) Calling 1-800-275-2872 and selecting Option #3; M–F, 0730 -1700 hrs (EST)
  - (b) By visiting <https://athd-crm.csd.disa.mil>, select Ask a question, Select Category Lifelong Learning Center (LLC).
  - (c) Send an e-mail to <https://athd@mails01.csd.disa.mil> (which creates a ticket) and enter“**Blackboard**” in the Subject line. If you do not enter Blackboard in the subject, the ELLC Blackboard Support Team will never receive your ticket.

### **NCOES ALCC Technical Issues:**

NCOES Blackboard Domain Administrator Mike Frielingsdorf

Email [m.frielingsdorf@us.army.mil](mailto:m.frielingsdorf@us.army.mil)

Work Phone 1-800-276-9338

Office Location Hampton, VA

Office Hours For Technical Issues Only Monday - Friday 0730 - 1600 MST

NCOES Blackboard Domain Administrator Bruce Schoch

Email [bruce.p.schoch@us.army.mil](mailto:bruce.p.schoch@us.army.mil)

Work Phone 1-800-276-9338

Office Location Hampton, VA

Office Hours For Technical Issues Only Monday - Friday 0730 - 1600 MST

NCOES Blackboard Domain Administrator George Guzman

Email [george.guzman2@us.army.mil](mailto:george.guzman2@us.army.mil)

Work Phone 1-915-744-2370

Office Location Ft. Bliss, Texas

Office Hours For Technical Issues Only Monday - Friday 0800 - 1700 MST

NCOES Blackboard Domain Administrator Michael Quezada

Email [michael.s.quezada.ctr@us.army.mil](mailto:michael.s.quezada.ctr@us.army.mil)

Work Phone 1-915-744-2977

Office Location Ft. Bliss, Texas

Office Hours For Technical Issues Only Monday - Friday 0800 - 1700 MST

NCOES Blackboard Domain Administrator Frank Espino

Email [francisco.j.espino.ctr@us.army.mil](mailto:francisco.j.espino.ctr@us.army.mil)

Work Phone 915-744-9139

Office Location Ft. Bliss, Texas

Office Hours Office Hours For Technical Issues Only Monday - Friday 0800 - 1700 MST

## **COURSE ISSUES:**

1. If you or a fellow student is denied access at the login to the ELLC Blackboard site, clear your cookies and temporary Internet files. Refer to U of Wisc - Web Browsers - Clearing Cache for information on how to do so. After clearing your Temporary Internet Files and Cookies, you must **CLOSE** out of all of your browsers to your desktop. Restart your browser and go back to Blackboard.
2. It is highly recommended that you log in directly to your specified Blackboard address (<https://alc.ncoes.army.mil>) for optimal performance (Not through AKO, Search engine, etc.)
3. If your certificates have been posted by your Facilitators and you are unable to view it in Internet Explorer, use Firefox. If you are still unable to get your certificate, contact your **Course Facilitators**. They manage the certificates and can generate them for you.
4. If you get **locked out** of a test, request a reset from your course facilitator/POC. This information is usually located under the "POCs," "Staff Information," or "Announcements" link on the left-hand side when you go into the course.
5. If you are experiencing content loading issues using **Internet Explorer v7**, please try using Firefox or IE v8. Users have reported much faster page load times using Firefox, IE v8. Using the other browsers noted on private PCs is also an option. If your CAC login does not function and you are unable to use your AKO credentials, try going to <http://www.militarycac.com/firefox.htm> and following the instructions to enable CAC use with Firefox.
6. **Do NOT use a search engine (Google, Bing, etc) to access Blackboard. Blackboard will not work properly. If you do so, then clean your cookies/cache, restart your browser and log in to your Blackboard site directly.**
7. If you get an **error message** that states "The lesson is suspended," click on the Overview link located on the left side of the screen to manually start the lesson or click on the hash mark next to the quit button near the top right of the module screen.
8. If any course **buttons do not seem to be working, or you can't see all of them**, make sure you are using the navigation buttons in the lesson content not the Bb buttons. Also, assure your screen resolution is 1024 X 768.
9. When you **exit the course** and come back, the bookmark option generally allows you to start at the last slide reviewed while in the lesson. If this does not occur, and there is a slide number indicator, click on it, and this should bring up a Table of Contents so you can go back to where you left off.
10. When you want to view your **grades**, go to the Tools menu, click on "Course Tools" then click on "My Grades."

11. Your ALC certificate of Training is available; you can retrieve your certificate by logging on to:

<https://www.atrrs.army.pentagon.mil/ATRRSStudentCenter/student/TrainingRecord.aspx>

and follow the instructions below:

- (a) Entry your AKO User name and password
- (b) Under user tool- click - "View Your ATRRS Training Record"
- (c) Find the ALC Course - look to right under "Certificate" you should see an icon- click on the icon- the option to open or save will appear.

12. If you have any problems please contact ATRRS Help desk @ 703-695-2060.