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**Defense Language Institute  
English Language Center  
Lackland Air Force Base, Texas**

# **Student Handbook**





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## WELCOME TO DLIELC

Welcome to the Defense Language Institute English Language Center, better known as DLIELC or DLI. This handbook will help you prepare for your stay at Lackland Air Force Base by providing you with necessary information to successfully complete your training. For many of our students this is their first stop in the United States (US) and it is important to know what is expected of you. This handbook is your first tool to help you adjust to military training in America. If you do not fully understand any of the information in this handbook, please ask questions during your in-processing briefings that occur upon your arrival.

## CONTACT INFORMATION

<b>24-Hour DLI Service Desk:</b>	(210) 671-2929 or 671-2927
Emergency:	911
DLI In/Out-processing:	(210) 671-4212 or 671-4213
Lodging/Billeting:	(210) 675-5050
Military Training Managers:	(210) 671-0841 or 671-0842
Country Program Managers:	(210) 671-3342
DLI Internet Web site:	<a href="http://www.dlielc.edu">www.dlielc.edu</a>
DLI Mailing Address:	2235 Andrews Ave Lackland AFB, TX 78236-5514
Calling with a non-US phone	add <u>001</u> to phone number

## ABOUT DLIELC

The Defense Language Institute English Language Center is a world-renowned institution in the field of English language training. Our mission is to teach, monitor, and conduct defense English language programs. This includes all programs for US Armed Forces and for international military, funded through the Security Cooperation program. We provide English language training to students sponsored by the US Air Force, Army, Navy, and Marine Corps.

US military training and professional 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, approximately one-third of the international students who come to the US

for training start their journey at DLI. Their first step is to study English and improve their English ability, or to learn to be English instructors or school administrators. Students are immersed in an English-only environment from the very first day.

DLI is a Gateway to America. An average of 1100 students from over 90 different countries are in residence every day. The student body can reach up to 1,200 students, depending on the world situation. It is estimated that, on any given day, another 25,000 military students are in classrooms throughout the world studying this institute's American Language Course.

## **STEP ONE – BEING PREPARED**

Important items will be discussed in this handbook to ease your transition into DLI. They are: arriving, documents, money, quarters, additional transportation, climate, and medical care. By taking time to complete certain actions before departing your country, your first weeks here will be more pleasant.

### **PRE-ARRIVING**

- Ensure your SCO (Security Cooperation Officer) enters your ITO (International Travel Order) and travel itinerary into the SDMS (Student Data Management System).
- Ensure you have printed copies (at least 6) of your ITO and enough money to cover living expenses.
- Ensure your arrival in San Antonio is NLT the Wednesday prior to your scheduled start date.

### **ARRIVING**

Upon your arrival at the San Antonio International Airport you should call the DLI Service Desk at Lackland from the DLIELC telephone near the baggage center in the airport. Then, you should report to the USO. When making the call, please reference the CONTACT



INFORMATION previously noted in this handbook. In some cases, you may be directed by DLI personnel to take a taxi from the airport to Lackland at your own expense. You can be reimbursed for the taxi expense upon return to your country.

## DOCUMENTS

Bring at least six (6) copies of your invitational travel orders (ITO), your passport and visa, and any medical documents with appropriate translations in English. **Your invitational travel order is the official document for authorizing all your training and entitlements while you are in the US.** Ensure that it reflects all the training you expect to receive, identifies the periods of authorized travel and authorization for leave, lists all the family members authorized to accompany you, any additional pay entitlements, and baggage limits. Your invitational travel orders should also identify passport, including transit visa requirements. Visas govern your entry into the US as long as you stay in the US. It should not expire until after you complete the training listed on your invitational travel orders. If your family will accompany you, copies of immunization and academic history records are required to enroll children in school. Emphasize to your SCO if your ITO does not reflect all training, your base access, DLI courses, DLI testing, medical clearances, and ID cards. It will likely be incorrect.

## MONEY

All questions regarding the money you will need while in the US should be taken care of before leaving your country. At DLI there are approximately 500-1200 students at any one time and no accommodations are made for students' family. If you are considering bringing your family, **you** will be responsible for their needs and should understand what extra costs are involved. Make sure you have enough money with you to cover the cost of getting settled and living for the first month. How much you need is directly related to your decisions concerning your family. (The information given here will supplement, not replace, the briefing you should receive from official US embassy representatives in your country. If you have not already received such a briefing, make arrangements to receive one before you leave your country).

## **LIVING AND EATING ON BASE**

Unaccompanied personnel will be provided a place to live on base near the classroom building. Charges are per night and differ for officer and enlisted rooms. Suites are limited and available for General Officers only. If you bring children, you will not be assigned quarters on base. Temporary family quarters are not available. On base, you can purchase your own meals at the international dining facility, the Amigo Inn, which is located next to the classroom building. Meals are inexpensive, usually between \$5 and \$6. Students who have their own transportation may choose to eat at nearby restaurants.

## **LIVING OFF BASE**

Students who bring their families must plan for complete living expenses in the local community. If you bring children, expect to spend several nights in a motel before moving to an apartment. For a family of three to five, a motel room will cost from \$100 to \$150 per day. A variety of restaurants are available in the city if you have transportation, but expect to spend about \$20 per person per day for three simple meals. A typical two-bedroom, furnished apartment rents for approximately \$1000 or more per month. There is usually an additional charge if the rent is not paid by the fifth of each month. You will probably be asked to sign a lease and pay the first and last months' rent at the time you move in. You will usually be required to pay a "security" or "damage deposit" of \$150 to \$250 at the time you move in. In addition, you may be asked to pay a "cleaning deposit" of \$50 to \$100 or more at the same time. If the apartment is left clean to the satisfaction of the owners and there is no damage at the time you leave, you may receive all or a portion of these deposits back depending on the leasing agent's rules. Before you sign a lease, we strongly urge you discuss it with a Military Training Manager at DLI. The military clause in rental contracts does not apply to international students.

## **UTILITIES**

In addition to renting an apartment, you can also expect to pay for the utilities, such as electricity, gas, water, sewer, trash collection, telephone, and cable/satellite television. In some cases these extra costs may be included in your rent. Most utility companies require a down payment

or deposit before starting the service. You are billed monthly based on utility usage. For example, average electricity costs for a two-bedroom apartment could cost \$60-\$100 per month. Telephones are not included in the rent. Service connection charges vary, depending on the number of phones and type of service you desire. Expect to pay a \$40-\$75 installation phone charge. In addition, the telephone company requires a deposit of about \$75. After the phone is connected, you can expect to pay a monthly service charge of around \$35-\$40, with additional charges for long distance service. Many students use their mobile phones for their telephone service. Transportation to the base is another expense.

### **ADDITIONAL TRANSPORTATION AROUND SAN ANTONIO**

City bus service is available in most parts of the city, but there is no scheduled service from the airport to Lackland. Although the city bus does not come on the base, you may walk a short distance off base and catch the bus to parts of the city. There are many rental car agencies in the city. To rent a vehicle, you must have a valid driver's license and a nationally accepted credit card. Rates vary by company and will depend on the type of car you rent, but the least expensive car may cost \$150 to \$200 per week. You must pay for your own gas. You may choose to lease a car. This will likely cost \$500 per month and higher. In addition, you may have to pay for excessive mileage. Leasing differs from renting by the length of the contract. A rental car may be returned at any time. Most leasing contracts require a minimum of three months in duration. Leased cars also require the purchase of insurance.

### **MEDICAL CARE**

Before your arrival, you must understand who will pay for your medical bills and your family's medical bills while in the US. With students from over 90 countries each year requiring different medical needs, it is impractical to describe each of your medical benefits and possible charges. Limited medical care is available to military service members at Lackland; however, dependents may have to be treated in off-base health care facilities at your expense. It is strongly encouraged that you understand and make arrangements for health care insurance and ensure you have an

agreement with your government to cover the expenses in cases where you are responsible for the charges.

## CLIMATE AND WEATHER

San Antonio has a modified subtropical climate and is located on the edge of the Gulf Coastal Plains. Summer is often hot but rarely over 100° Fahrenheit (38° Celsius). Below freezing temperatures occur only about 20 days each year during winter months. Humidity varies from an average of 80% in the early morning to an afternoon level of 50%. The average annual rainfall is 27 inches, and the average daily temperature is 70° Fahrenheit (21° Celsius) varying from 43° Fahrenheit (6° Celsius) to 95° Fahrenheit (35° Celsius).

## STEP TWO – ARRIVING AND IN-PROCESSING

You **must** attend the in-processing briefing at 0800 hours on Thursday and at 0730 hours on the **Friday** immediately following your arrival. **During your stay at DLI you will be responsible for the information provided in these briefings and the information printed in this handbook.**

Failure to follow recommended procedures and information may result in academic or discipline problems. Typical presenters of the briefs are: Commandant, Dean of Academics, Operations Squadron Commander, Country Program Managers, Computer Security Managers, and Military Training Managers. Other information covered includes: English Comprehension Level Orientation, Identification Cards, Disciplinary Issues, Field Studies, and Traffic Safety.

- **Monday:** First day of classes and Finance (paychecks) orientation. If your monthly paycheck comes through DLI, you will need to bring the following items to the finance briefing.
  1. Copy of your Invitational Travel Order
  2. All Travel / Transportation / Airline Ticket Receipts
  3. Post Office Box Number
  4. Detailed Lodging Report (request from International Student Quarters lodging when you check-in)
  5. Identification Card (if already issued)
  6. Bank account information
  7. Copy of Visa and Passport

- **Tuesday:** English Comprehension Level test. You will take the computer-adapted English Comprehension Level test to verify your English Comprehension Level.

## AN OVERVIEW

There are over 300 military and civilian personnel assigned to help DLI students at Lackland. It is important that you get to know and recognize key people who will be working with you during your training. Some of these are:

- **Commandant:** A USAF Colonel is ultimately responsible for your training at Lackland. The Colonel, or deputy, will be available to personally welcome you to DLI.
- **Operations Squadron Commander:** A USAF Lieutenant Colonel is the Operations Squadron Commander. This squadron provides for registration, and the health, morale, discipline & welfare of DLI students. Personnel assigned to this squadron are the first to greet you when you arrive, provide in-processing briefs, monitor your attendance and take care of many other non-academic needs you might have.
- **DEAN OF ACADEMICS:** A USAF Lieutenant Colonel is the Dean of Academics whose responsibility is to oversee all instruction, curriculum development, testing and academic support issues.
- **COUNTRY PROGRAM MANAGER (CPM):** A liaison between DLI, US military departments, your homeland Security Assistance Officer and your embassy. Country Program Managers handle name/rank changes on invitational travel orders, follow-on training changes and other areas.
- **MILITARY TRAINING MANAGER (MTM):** US military person assigned to assist you with your personal and professional needs, such as identification cards, rules of engagement, disciplinary issues, medical appointments and housing arrangements. Their duty hours are from 0700-1600, Monday through Friday. After duty hours, there is always a Military Training Manager available to assist you in an emergency. You can visit the DLI Service Desk or call 671-2927.
- **CLASSROOM INSTRUCTORS:** DLI instructors are English language instructors, and are not necessarily specialists in any technical field.

Their purpose is to improve your English language skills in listening, reading, writing and speaking. Follow-on training sites at other US locations will provide technical training. You can expect to improve the English skills you need for follow-on training. Any problems with academic training should be resolved with your instructor first, then the supervisor and finally with the Dean of Academics.

## ACADEMIC TRAINING AND BUILDING FRIENDSHIPS

Here at DLI, the curriculum is divided into three academic areas: **General English**, **Specialized English**, and **Instructor Development**.

If you are here for **General English**, you will practice all the basic English skills as you study DLI's American Language Course. You will learn the essentials of conversational English and will be advanced on the basis of your individual progress.

If you are here for **Specialized English**, you will be trained in one of twenty-four different specialty areas. You will be introduced to specialized terminology to provided you with a solid understanding of the phraseology and technical terminology that you will encounter in your particular follow-on training course. You will also improve your academic skills so that you will be prepared to succeed in the challenging environment at follow-on training.

The most advanced of the international programs is in the **Instructor Development** branch. If you are here for Instructor Development, you will become more familiar with DLI's American Language Course as you prepare to be an instructor or manager of an English language program. Instructor Development courses vary in length from several weeks to six months and involve studies in English language structure, speaking and writing, teaching and management methods, and American culture.

At DLI, we have combined educational expertise with the latest in teaching technologies. The testing branch has implemented computer adaptive and computer delivered testing, and computer-based instruction is an integral part of the curriculum. In each of the academic areas, you will have an opportunity to use interactive video language lessons to enhance learning. You will also use computers to write and revise papers and generate visual aids for classroom presentations. In addition, closed-circuit television broadcasts are available in the classrooms and student dorm

rooms. The broadcasts include DLI-produced videos and other language-appropriate programs.

After class, you are encouraged to continue your studies independently. The state-of-the-art **Learning Resource Center** offers eighty multimedia stations, as well as additional audio and TV/VCR stations. Learning center instructors can guide you in using a wide variety of in-house and commercially produced audio, video, and CD-ROM programs.

Within the learning resource center is the **library** where you can study or conduct research.

### **FIELD TRIPS AND AMIGO**

Equally important to our mission is the **DLI Field Studies Program**, which helps you increase your cultural awareness and language proficiency. Through a variety of activities, which promote community interaction, you may acquire a balanced understanding of US society, institutions, freedoms, and ideals. These activities include tours in and around San Antonio, Austin, and Washington, DC. You will also have an opportunity to build friendships and further your understanding of American life as you take part in DLI's sponsorship program known as **AMIGO**. The **American Members of International Goodwill Towards Others** program organized through the tour office will allow you to meet American families and make friends. Events and activities are planned each month to encourage making contact with DLI's family of friends. For information call 671-2167 or to sign up for events visit Rm G030 in the academics building.

### **STEP THREE – LIVING AT DLIELC**

#### **DLI POST OFFICE**

DLI handles all of your incoming mail/packages for you after you are issued a post office box number. The postal center at DLI is located in Building 7437 and is open from 1700 to 1900 Monday through Friday.

#### **CONTACTING YOUR EMBASSY**

While at DLI, you may ask the DLI Service Desk or a Military Training Manager to call your embassy in Washington, D.C.

## MILITARY COURTESIES

DLI is a military school on a US military base. You are required to follow normal US military customs and courtesies. They are:

- MILITARY UNIFORMS AND SALUTING

Wear your complete military uniform to class and to all school day events. Hats/caps should not be worn inside buildings. Military hats and saluting is OPTIONAL only on the DLIELC campus (see map page 29). You must comply with all US military customs and courtesies, including saluting and properly wearing military hats/caps, in all other areas on Lackland AFB.

- NAMETAGS

Nametags will be prepared for you upon your arrival. These should be worn with your uniform.

- RANK INSIGNIA

You will be issued an equivalent US rank insignia and a DLI insignia upon arrival. These should be worn on your uniform on the right side shirt pocket. Civilian students should also wear these.

- IDENTIFICATION (ID) CARD

You will be given a military identification card, which you must carry with you **at all times**. This card authorizes you to access the base, the BX, the hospital, the school building and to an English Comprehension Level test center, without your ID card you will be denied access.

You must report immediately to the PASS and ID office or a Military Training Manager if you lose your card. **Do not allow anyone else to use your identification card.** Upon leaving DLI, you will be required to return your identification card or update it for follow-on training. This card is an accountable item. Do not lose it. Please be extra careful with this card since duplicates are not normally issued.

## SENIOR STUDENT

The highest-ranking student from each country is the senior student. This person will enforce military standards among his/her countrymen, observe disciplinary and academic boards, conduct student meetings, attend quarterly senior student meetings, monitor the morale and welfare of those

assigned to him/her, and represent his/her country and students at social events.

## **RETREAT**

At 1700 every afternoon the base has an official ceremony to lower the US flag. Music is played during this ceremony. It is our custom to stop our activities, turn toward the flag or music, and come to attention (salute if in uniform) until the music stops. If you are driving, stop the car and sit silently until the music stops.

## **MEDICAL CARE**

You may use the medical care facilities provided on the base.

- **EXCUSED MEDICAL APPOINTMENTS**

See the Operations Service Desk or a Military Training Manager to schedule a medical appointment and inform your teacher/instructor of your appointment. **Sign out at the DLI Service Desk when you leave and sign in when you return.** If you have an appointment during class hours and do not sign out and in, your absence from class will be marked as unauthorized. Only medical providers can authorize bed rest. They will provide you with a written note to be given to a Military Training Manager authorizing your absence from class.

- **EMERGENCY**

If you have an emergency, you may go to the emergency room at the base hospital. Sign out and back in at the DLI Service Desk. If you are physically incapable of getting to the DLI Service Desk, call 671-2927 to leave notification. When you return, provide the DLI Service Desk with an update of your condition. The DLI Service Desk will notify a Military Training Manager and make a report. The DLI Service Desk may be able to arrange transportation depending upon your condition. Call 911 if your situation is very serious or life threatening.

- **FAMILY MEDICAL CARE**

For a family member to receive medical care on the base, the member must be authorized on your invitational travel orders. A Military Training Manager will help you make an appointment. If there is an emergency, take your family member to the emergency room. Bring

your invitational travel orders since it will determine responsibility of payment for treatment.

- **DENTAL CARE**

Dental services are provided on base for emergencies only. For any other dental care you will have to go to a civilian dentist off base. You will have to pay for this service the same day.

- **FLIGHT PHYSICALS**

Flight physicals are required for some students. If you need one, you will be notified and scheduled for several mandatory appointments. Arrive at least 10 minutes prior to these appointments! You must attend all scheduled appointments; otherwise, your follow-on training may be delayed or canceled. If your flight physical is completed in your country before arriving, please have it translated to English to avoid delays. Bring a copy of this form with you when you arrive at DLI.

## **RELIGIOUS SUPPORT**

DLI offers U.S. Air Force religious support to students.

## **CIVILIAN CLOTHING**

Outside of class hours you may wear civilian clothing. It is important that we respect each other’s sense of decency in our attire. You should always be fully dressed when outside your room. Certain areas such as the dining facility, NCO/Officer club and fitness centers have dress codes that are strictly enforced. The following items of clothing are inappropriate to wear on base outside your room—shower shoes, underwear or pajamas as outer garments, tube or halter tops, torn clothing and clothing that contains profanity, nudity or reference to drugs and alcohol.

## **STORAGE OF VALUABLES**

Students are expected to secure their valuables whether it is money, jewelry, or any item of value in their rooms. Lock boxes are provided in the base lodging facilities. **It is your responsibility to protect these items at all times.** DLI or lodging will not replace lost or stolen valuables. Check with a Military Training Manager if you need to secure any item that does not fit into the lock box. If you discover something missing from your room, report it immediately to the lodging office and the DLI Service Desk

or a Military Training Manager. You may have the option of making a report to the base police (Security Forces) as well.

### **BANKS**

There is one bank and one credit union located on the base. You need your Identification card (ID) and invitational travel orders to open an account. The banks are within walking distance and near the BX. Hours are Monday through Friday 0900 to 1700.

### **PAYCHECKS**

Students under the International Military Education and Training Program (IMET) are paid on a monthly basis. The first payday is approximately two weeks after all inprocessing paperwork is completed and turned in. If ITO fails to state full length of training pay may stop.

### **INTERNATIONAL STUDENT QUARTERS (ISQ)**

International Student Quarters are referred to as lodging, billeting or student dormitories. You will be assigned a room by ISQ upon arrival. Please refer to the ISQ folder “The Inns of Lackland” in your room for complete information (guidelines, rules and regulations) regarding your lodging at DLI.

### **ROOM ASSIGNMENT**

Depending on the availability, all ISQ rooms are assigned based on your rank. You must inspect your room within 24 hours of arrival and report any damages to the lodging office. You will be held responsible for damages in your room after this time. It is forbidden to move the furniture in your room. Failure to comply with this policy may result in disciplinary action.

### **BILLETING AND PHONE CHARGES**

Room charges must be paid to the lodging office at least once a month. Phone charges must be paid every two weeks. If you do not pay your bill, your room may be locked or your phone turned off until you make arrangements to pay.

### **HOUSEKEEPING SERVICES**

Housekeeping services are provided seven days a week during the hours 0800 to 1530 on weekdays and 0900 to 1530 on weekends or holidays,

unless a “DO NOT DISTURB” sign is posted on your door. “DO NOT DISTURB” signs may not be posted for more than 72 hours (3 days). You can help the housekeeping staff by placing clothing in closets, and drawers, and by placing dirty clothing in a proper container. Please keep refrigerators free of spoiled food items. Tightly seal open food packages or store contents in a re-sealable plastic container. Students should be careful not to leave open food containers as this will attract ants and other pests very quickly.

## **COOKING**

You may cook using the microwave provided. Other cooking devices (hot plates, rice cookers, crock pots, steamers, etc.) are not allowed. If any of these items are found in your room, housekeeping will remove them. The safety of all students is important to DLI. You are responsible for cleaning your microwave after each use. Do not use metal objects in the microwave as doing so may damage the microwave and cause injury.

## **KEYS**

You will be given a key to your room and to the laundry room. If you lose a key, please report it to the billeting office immediately. You will have to pay to replace lost keys. Disciplinary actions may occur if you loan your key to a non-resident student or duplicate keys for similar purposes. Keys must be returned at checkout.

## **LAUNDRY**

Laundry rooms are for dorm students only. Students living off-base are not permitted to use the laundry rooms. When using the laundry room, please be considerate of others by removing your clothes from machines as soon as they are washed or dried. It is not recommended that you leave your clothes unattended in the laundry room. DLI is not responsible for articles of clothing left unattended. All rooms are equipped with irons and ironing boards. Please unplug irons when not in use.

## **CHANGING ROOMS**

**Exchanges of rooms require permission from the lodging office and a Military Training Manager.** Disciplinary actions will occur if you exchange rooms without permission.

## **QUIET HOURS**

Quiet hours in all dormitories are 2230 to 0800 Sunday through Thursday and 2400 to 0800 Friday and Saturday. During these hours, you must be quiet so that others may get their rest.

## **TEMPERATURE CONTROL**

Air conditioning or heating can be adjusted in each room according to seasonal temperature variations. During warm months you have access **only** to air conditioning and during cool or cold months **only** heating. Both kinds of temperature control are not available simultaneously.

You may experience some discomfort during the seasonal changeover period as the weather fluctuates. You are encouraged to use the issued portable electric fan or ceiling fan to circulate air as needed.

## **ENERGY CONSERVATION**

To conserve energy, turn off all lights when not in use; report leaking faucets and broken windows immediately; turn off radio and TV and unplug coffee pot when not in use; keep exterior doors closed at all times; when air conditioning or heat is on, keep windows closed; and turn these items off when you leave your room.

## **FLAMMABLE ITEMS**

Do not smoke in dorm rooms; do not store highly flammable liquids; do not place irons, coffee pots or curling irons in lockers, drawers, or on the carpet. Unplug these items before leaving your room. Do not have any open flame in the room.

## **SECURITY OF PERSONAL PROPERTY**

The security of your personal property is your responsibility. Lock doors when you leave the room. Keep valuables locked either in lock boxes or locking closets. Do not leave personal items in hallways, lounges, or laundry rooms.

## **PEST CONTROL**

The control of pests (such as roaches and ants) is an ongoing problem. These pests are attracted by food and water. Proper storage of food in sealed containers in your rooms and keeping your room clean will

reduce the problems you may have with these pests. You may also help by properly discarding waste food items and keeping usable items in the refrigerator. If you have taken these precautions and still have problems, please report this to the lodging office.

### **TELEPHONE USE**

Telephone service at Lackland is contracted by the Air Force and is not controlled locally. Local calls are free, but you must be careful because long distance calls can be very expensive. When making a long distance call, other service providers are involved and their costs are passed on to you through the local provider. **We strongly recommend you use an international calling card for overseas calls.** You will be charged each time you dial the 1-800, 1-888, and 1-900 numbers even if you do not reach your party since other providers are involved in relaying your call. The lodging office is authorized to collect for telephone charges, but they have no control over the rates or the quality of service. If you have a problem with your telephone, please notify the lodging office. Many students use mobile phones with international service plans for this purpose.

### **INTERNET USE**

High Speed internet is available in every room. Do not unplug the modem as this will disconnect the telephone line. Students may bring their own laptop computers and utilize a DLI wireless internet service free of charge. The DLI campus has free Wi-fi service in the student courtyards but the service does not have coverage into every billeting room.

### **MOVING OFF BASE**

**To move off base, you must have authorization from a Military Training Manager before you make any arrangements.** It is advisable that you also check with your Country Program Manager. You have the responsibility of notifying a Military Training Manager regarding your address at all times since DLI must account for your whereabouts. Failure to do so may cause some difficulty for yourself, your family and your country. For countries that have a Country Liaison Officer (CLO) you must get permission from the CLO.

## DINING HALL

The dining hall at DLI is called the Amigo Inn. You may eat all of your meals there if you choose to do so. A variety of foods and balanced meals are served daily. They are inexpensive compared to what you would pay in a restaurant off-base. The Amigo Inn staff makes every effort to meet the variety of expectations and endeavors to honor cultural/religious needs of students. If you have any question or suggestion, please see the Amigo Inn manager.

### • DINING HALL HOURS:

**Weekdays:** Breakfast at 0515-0730; Lunch at 1045-1330; Dinner at 1700-1900.

**Weekends/holidays:** Breakfast at 0700-0900; Lunch at 1100-1300; Dinner at 1730-1900.

## LEAVE AND HOLIDAYS

Certain holidays for particular countries are authorized. A Military Training Manager or Country Program Manager can advise you of the holidays chosen by your country. You will get US holidays when DLI staff is off plus excused national holidays chosen by your country.

## DRIVING IN THE US

If you drive a car in the US, you must have the following documents: state or international driver's license, proof of vehicle ownership, and proof of vehicle insurance. Motorcycles are NOT authorized for students of DLIELC. If you are stopped anywhere by the police, you will be asked for these documents. Failure to have them with you while driving may cost a lot of money. See a Military Training Manager for advice. Proof of ownership may be a title, bill of sale, or rental contract. **Proof of insurance must be current and failure to have it will result in a heavy fine.** The base speed limit is 30 miles per hour (mph) unless otherwise marked. Seatbelts are mandatory for everyone in the vehicle. All children younger than 5 years and less than 36 inches in height are required to be in the an appropriate child safety restraint system. If you receive a traffic ticket anywhere you must report to a Military Training Manager the next working day. Excessive tickets will result in the loss of your on base driving privileges.

## **BUYING A CAR/PARKING**

Check with a Military Training Manager before buying a motor vehicle. Private vehicle ownership is discouraged! Parking near the classroom building is restricted and very limited.

## **TRAVEL**

On holidays and weekends, you are free to travel outside the city. If you leave the San Antonio area, it is important that you notify a Military Training Manager before going. Take your passport with you and ensure your passport has the proper clearances for travel in and out of the US. Always plan for SAFETY when planning your trip.

## **EMERGENCY MANAGEMENT**

Emergency conditions that exist in San Antonio/Lackland AFB area: tornados, rain/wet weather conditions, hurricanes, icing on roads. In the event of an emergency, listen to your instructor for directions during duty hours. You may be required to Shelter-in-Place. Each building on the DLIELC campus will have a Emergency Management Signs (turtle picture) directing you to the appropriate Shelter In-Place location when required. The base has the United States Air Force (USAF) Emergency Notification System. Each building has the USAF notifications warning tones posted on bulletin boards. After duty hours, if you are located in the base lodging, the bathroom is considered an acceptable sheltering area. The Lodging front desk personnel will go door-to-door to explain the need to shelter. Ensure you read the emergency notification information located in each lodging room. If it is after duty hours you will remain in your lodging dorm room and will be contacted by either your CLO, senior student or DLIELC staff. Remain in place unless directed otherwise. Sheltering in place actions are for tornados and hurricane conditions. For rain/wet weather and icing you may be required to reduce your speed and watch local TV stations for road closures. Again you will be given directions from DLI's EM Representatives, DLI's Staff or your CLO/Senior Students in the event of an emergency. You will need to stay alert, pay attention and cooperate in the event of an emergency.

## **FIRE SAFETY**

In the event of a fire drill or a real fire in any DLI building, you must know and follow safety procedures. When you hear the fire alarm, calmly exit the building in the safest manner possible. If the doors are blocked, use a window. As you exit the building, let others know about the emergency or drill. Move at least 300 feet from the building and if in the classroom building, **move to the designated pavilion**. In case of a real fire, call the DLI Service Desk or dial 911 from a safe location. Fire alarm bells are located throughout the campus for use in case of a real fire. Activating a fire alarm when there is no fire is considered a serious offense.

## **PEDESTRIAN SAFETY**

Always use sidewalks or troop walks when they are available. If there is no sidewalk, walk/run on the left side of the street facing oncoming traffic. Use painted crosswalks to cross the street and if there are flashing lights that need to be activated, use them. Always proceed with caution to be sure that vehicles can and will stop. Joggers must wear reflective safety vests during hours of darkness. **Do not climb over fences on base or elsewhere since this is illegal and violators are arrested.**

## **SMOKING**

Smoking is allowed ONLY in designated areas on all military bases. These areas are clearly marked “designated smoking area” and usually have ashtrays for your use. Do not smoke or allow anyone else to smoke in your dorm room. Smoking is not permitted in government buildings or government vehicles.

## **FIREARMS AND AMMUNITION**

Firearms (guns) and ammunition are strictly forbidden on US military bases. Knives with blades over 3 inches in length are not permitted.

## **DLI SPORTS PROGRAM**

DLI has an organized sports program that includes a soccer league, golf, pool billiards, tennis, and bowling. There are also classes that teach different sports. Sign up! You may borrow specific sports equipment by inquiring at the DLI Service Desk.

## ADDITIONAL LACKLAND FACILITIES

There are many facilities on Lackland AFB open to you. The Base Exchange (BX) is within walking distance if you want to do some shopping. There is a Mini-Mall near the DLI campus that also is convenient for shopping trips. The Commissary or grocery store is located next to the BX. The Gateway Officer and Enlisted Club with its restaurants and bars, meeting rooms and catering is also open. There is a movie theater near the BX, several swimming pools that are open from May to September and an indoor pool for year-round swimming. Adjacent to the DLI campus there is a soccer field and running track. There are two gyms (Chaparral and Warhawk) near the DLI campus, a golf course and a bowling alley. There are numerous chapels on the base and the hours of services are posted on the bulletin board at DLI.

## STEP FOUR – PROBLEMS TO AVOID

There are several potential problems that you need to **avoid** because they could have a damaging effect on further training. Most of these disciplinary problems are handled with “zero tolerance,” and may include disciplinary probation punishment and/or a recommendation to return homeland. All reports of **sexual harassment/assault, shoplifting** and **driving while intoxicated (DWI)** are seriously investigated. A Disciplinary Evaluation Board (DEB) will follow with appropriate disciplinary procedures. Disciplinary evaluation boards are mandatory and will be held by military service members and civilians who closely monitor your disciplinary/academic performance at DLI.

## SEXUAL HARASSMENT/SEXUAL ASSAULT

“**Sexual harassment** involves unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature when such conduct interferes with an individual’s performance or creates an intimidating or offensive environment. Examples of such conduct are verbal or physical conduct of a sexual nature, comments on appearance, threats, or sexual remarks. Other examples are repeated pressure for dates, offensive noises (whistles, yells), open display of sexual material and unwelcome touching.” **Sexual Assault** refers to any of several offenses of

a sexual nature committed without the lawful consent of the victim for the purpose of sexual gratification. Offenses include rape, carnal knowledge, forcible sodomy, and assault with intent to commit rape or sodomy, indecent assault, and indecent acts or liberties with a child, or an attempt to commit any of these offenses.

These definitions are presented here in general terms. These acts are complex and vary greatly between cultures but are a main source of IMS problem issues. Final word, sexual harassment and sexual assault will not be tolerated under any circumstances.

### **SHOPLIFTING**

Shoplifting is another serious matter that carries a severe punishment. The BX and other shops have very good security systems and **will prosecute you and/or your dependents for any item taken from the store without proper payment being made, regardless of size or price.** Always keep your sales receipts with you to prove you have paid for items when leaving a shop/store. If you are found guilty of shoplifting, you will be fined by the store and you may be required to return homeland without a training certificate or diploma regardless of academic standing.

### **DRUGS AND ALCOHOL**

Illegal use of drugs/narcotics is also strictly forbidden. Security Forces on base will conduct a search of your vehicle or room if they suspect the possession of illegal drugs. **Driving While Intoxicated (DWI)** is a very serious offense that carries serious punishment that could include up to **two years in prison, a \$10,000 fine and termination of training (return homeland).** In the US you must be 21 years old to buy and consume alcoholic beverages. ALWAYS designate a non-drinking driver to go with you if you intend to drink alcohol. Call a taxi, your senior student, or a friend to get you back on base safely. It is illegal in the state of Texas to possess an open container, of alcohol in a motor vehicle.

### **TRAFFIC TICKETS**

Traffic tickets received on or off base will often result in a fine, appearance in court or worse. You will be counseled and a notation put into your student record when this occurs. If you receive a ticket, your on-base

driving privilege may be revoked for 30 days to 1 year. The most common tickets are for open containers of alcohol, speeding, parking in troop walks and failure to make complete stops at stop signs or traffic lights. Open containers of alcohol are prohibited in vehicles. Any open container found will result in a ticket and suspension of driving privileges. If you receive a traffic ticket you must take it to a Military Training Manager as soon as possible. If you are involved in an incident or vehicle accident you are required to stay at that location until the police arrive.

### **CLASS ATTENDANCE**

**Class attendance is mandatory for ALL students.** From Monday through Friday, five days a week, you are expected to attend six classes per day scheduled from 0730 to 1430 with one hour for lunch. Friday schedule is abbreviated to finish at 1230. Each class period is 50 minutes long with a ten-minute break after each one. Failure to attend class will result in academic or disciplinary problems. Authorized absences from class will be considered if you follow established procedures by notifying the Military Training Managers and properly signing in and out at the DLI Service Desk for every appointment. Tardiness to class will also result in disciplinary actions. You are tardy if you are not in the classroom when the bell rings to begin class. A student who misses more than 5 minutes of a class period will be considered absent for that class. A tardy may be excused or authorized if approved by a Military Training Manager. Unexcused absences and tardies will result in disciplinary points on your record and will lead to counseling, disciplinary evaluations, and possible expulsion. There is a zero tolerance policy for tardiness and/or unexcused absences.

## **POSSESSION OF OFFICIAL TESTS**

### **WARNING**

You should not be in possession of official test materials unless you are in the process of taking a test. If you have “practice test materials” but are not sure whether certain test materials are “official” or not, you should show them to a teacher or supervisor. If you do this and the materials turn out to be “official” tests, you will not be penalized. However, if you are found in possession of “official” test materials which you have not reported, you could meet an academic or disciplinary board.

## **STEP FIVE – DEPARTING DLI**

You must attend the mandatory out-processing brief before you can leave. Failure to attend out-processing briefs or complete appropriate paperwork may result in losing base privileges, and/or a delay in receiving your graduation documents. Be sure to complete all of your out-processing requirements. On the day of departure, you must pick up your departure package at the DLI Service Desk. Students traveling to follow-on training will retain their identification card for the duration of follow-on training. Students returning to their homeland will have their identification card collected at graduation.

## **STUDENT FEEDBACK**









































You will have an opportunity to provide feedback regarding your training at DLIELC. Your opinions on the quality of your training are welcomed from the first day. You may use Student Comment Sheets, which are located in the classrooms, at the Service Desk, and other areas, to write your concerns. Approximately two weeks before you graduate, you will be asked to complete an End-of-Course Survey and rate all areas at DLIELC. Later, DLIELC may also contact you at follow-on training to see how you are doing and to determine the quality of training you received here. In all instances, reports are prepared for the Commandant who oversees all areas of our program.

## FREQUENTLY USED ACRONYMS AT DLI















AELP:	Advanced English Leadership Program
ALC:	American Language Course
ALCPT:	American Language Course Placement Test
ASAP:	As Soon As Possible
BQ:	Book Quiz
BX:	Base Exchange
CC:	Commandant
CLO:	Country Liaison Officer
CPM:	Country Program Manager
DEB:	Discipline 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 Programs
ESL:	English as a Second Language
FMS:	Foreign Military Sales
FOT:	Follow-on Training
GEBAT:	Government Excess Baggage Authorization Ticket
GET:	General English Training
ID:	Identification
IDB:	Instructor Development Branch
IMET:	International Military Education and Training
IMI:	Interactive Multimedia Instruction
IMS:	International Military Students
IMSO:	International Military Student Officer
ISQ:	International Student Quarters
ITO:	Invitational Travel Order
JSAT:	Joint Security Assistance 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
MILDEPs:	Military Departments
MPH:	Miles Per Hour
MTM:	Military Training Manager
NLT:	No Later Than
OPI:	Oral Proficiency Interview
OPSAV:	Oral Proficiency Skills for Aviation Training
RIM:	Retainable Instructional Material
SATP:	Security Assistance Training Program
SCO:	Security Cooperation Office(r)
SDMS:	Student Data Management System
SET:	Specialized English Training
TCO:	Test Control Officer
TOEFL:	Testing of English as a Foreign Language
US:	United States
USAF:	United States Air Force
USO:	United Service Organizations
V/R:	Very Respectfully
WHMC:	Wilford Hall Medical Center















## US MILITARY OFFICER RANK INSIGNIA

	AIR FORCE	ARMY	MARINES	NAVY
<b>O-10</b>				
goes by	GENERAL General	GENERAL General	GENERAL General	ADMIRAL Admiral
<b>O-9</b>				
goes by	LIEUTENANT GENERAL General	LIEUTENANT GENERAL General	LIEUTENANT GENERAL General	VICE ADMIRAL Admiral
<b>O-8</b>				
goes by	MAJOR GENERAL General	MAJOR GENERAL General	MAJOR GENERAL General	REAR ADMIRAL (UPPER HALF) Admiral
<b>O-7</b>				
goes by	BRIGADIER GENERAL General	BRIGADIER GENERAL General	BRIGADIER GENERAL General	REAR ADMIRAL (LOWER HALF) Admiral
<b>O-6</b>				
goes by	COLONEL Colonel	COLONEL Colonel	COLONEL Colonel	CAPTAIN Captain
<b>O-5</b>				
goes by	LIEUTENANT COLONEL (SILVER OAK LEAF) Colonel	LIEUTENANT COLONEL (SILVER OAK LEAF) Colonel	LIEUTENANT COLONEL (SILVER OAK LEAF) Colonel	COMMANDER (SILVER OAK LEAF) Commander
<b>O-4</b>				
goes by	MAJOR (GOLD OAK LEAF) Major	MAJOR (GOLD OAK LEAF) Major	MAJOR (GOLD OAK LEAF) Major	LIEUTENANT COMMANDER (GOLD OAK LEAF) Commander
<b>O-3</b>				
goes by	CAPTAIN (SILVER BARS) Captain	CAPTAIN (SILVER BARS) Captain	CAPTAIN (SILVER BARS) Captain	LIEUTENANT (SILVER BARS) Lieutenant
<b>O-2</b>				
goes by	1ST LIEUTENANT (SILVER BAR) Lieutenant	1ST LIEUTENANT (SILVER BAR) Lieutenant	1ST LIEUTENANT (SILVER BAR) Lieutenant	LIEUTENANT JUNIOR GRADE (SILVER BAR) Lieutenant
<b>O-1</b>				
goes by	2ND LIEUTENANT (GOLD BAR) Lieutenant	2ND LIEUTENANT (GOLD BAR) Lieutenant	2ND LIEUTENANT (GOLD BAR) Lieutenant	ENSIGN (GOLD BAR) Lieutenant

# US MILITARY WARRANT OFFICER RANK INSIGNIA

	ARMY	MARINES	NAVY
<b>W-5</b>	 CHIEF WARRANT OFFICER Mister	 CHIEF WARRANT OFFICER Gunner	 CHIEF WARRANT OFFICER Warrant
goes by	Mister	Gunner	Warrant
<b>W-4</b>	 CHIEF WARRANT OFFICER Mister	 CHIEF WARRANT OFFICER Gunner	 CHIEF WARRANT OFFICER Warrant
goes by	Mister	Gunner	Warrant
<b>W-3</b>	 CHIEF WARRANT OFFICER Mister	 CHIEF WARRANT OFFICER Gunner	 CHIEF WARRANT OFFICER Warrant
goes by	Mister	Gunner	Warrant
<b>W-2</b>	 CHIEF WARRANT OFFICER Mister	 CHIEF WARRANT OFFICER Gunner	 CHIEF WARRANT OFFICER Warrant
goes by	Mister	Gunner	Warrant
<b>W-1</b>	 WARRANT OFFICER Warrant	 WARRANT OFFICER Gunner	
goes by	Warrant	Gunner	

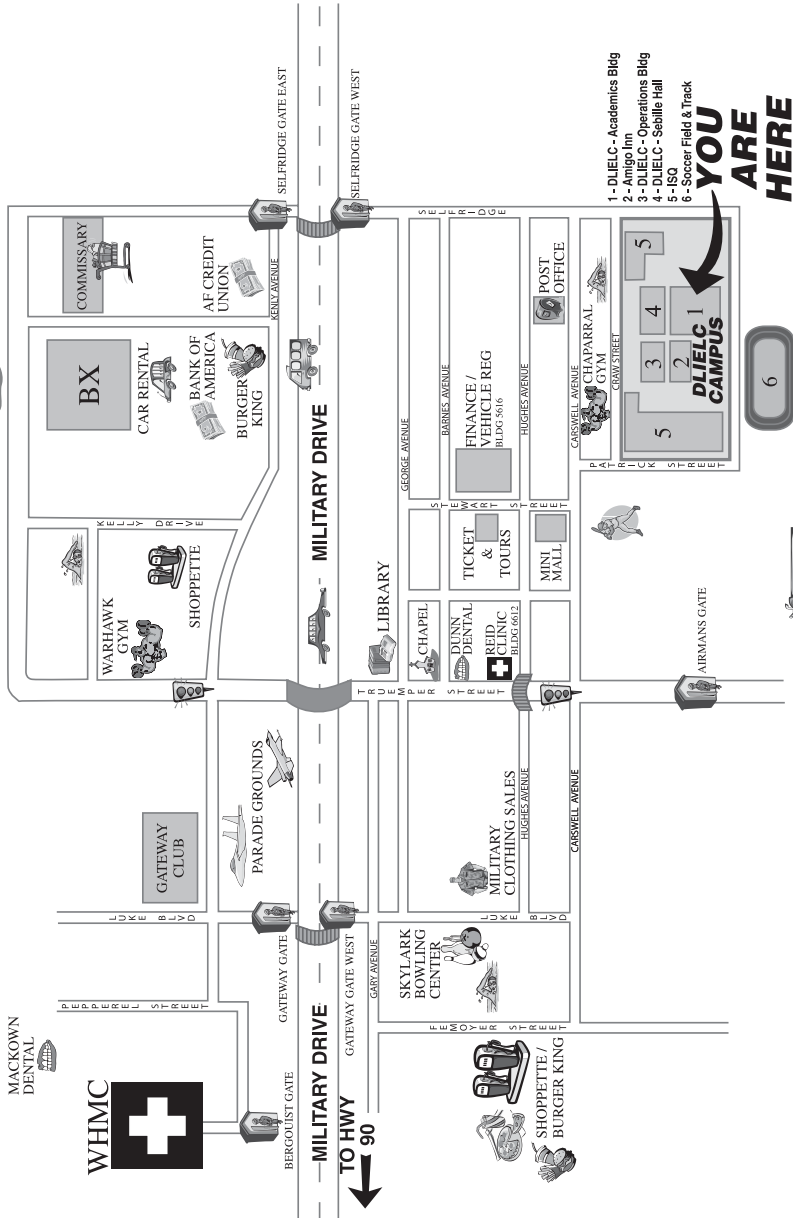
## US MILITARY ENLISTED RANK INSIGNIA

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

# LACKLAND AFB REGIONAL MAP



MACKTOWN DENTAL



- 1 - DLIELC - Academics Bldg
- 2 - High Inn
- 3 - DLIELC - Operations Bldg
- 4 - DLIELC - Scuffle Hall
- 5 - JSO
- 6 - Soccer Field & Track

**YOU ARE HERE**



LOOP 410

## LACKLAND AFB SHUTTLE BUS ROUTE

MON – FRI      0500 – 2000  
SAT, SUN, & HOLIDAYS      1000 – 2100

ALL STOP TIMES HAVE A +/- 5-MINUTE  
ARRIVAL TIME

### SHUTTLES ARE IDENTIFIED BY A SIGN IN THE FRONT WINDOW

The Lackland Shuttle starts at Building 5100. The darkened streets on the map indicate the shuttle route. The circled number is the location of the scheduled stop. Listed below are the bus stop number, buildings numbers, and the approximate scheduled time of arrival/departure. Traffic, construction, and weather conditions may affect the scheduled times. Allow a 5-minute time variation, late or early. Please direct any questions to Quality Assurance Office at 3-0657 or 3-0658. (DSN 473 COMM 671)

CLOCKWISE			COUNTERCLOCKWISE		
BLDG #	STOP #	ARRIVE/DEPART	BLDG #	STOP #	ARRIVE/DEPART
5100	Security Forces	00, 30 after the hour	5100	Security Forces	00, 15, 45 after the hour
5008	Transportation	01, 31 after the hour	1250	Burger King	21, 19, 49 after the hour
5160	Logistics	02, 32 after the hour	8400	Commissary	20, 20, 50 after the hour
7065	319 <sup>th</sup>	03, 33 after the hour	1405	Base Exchange/AAFES	19, 21, 51 after the hour
7346	Chaparral Gym	04, 34 after the hour	2435	Gateway Villa/VQO	18, 23, 53 after the hour
5616	MPE/Finance/SATO	05, 06, 36 after the hour	3612	TLE/Gateway Club	17, 26, 56 after the hour
5701	Reid Medical Center	06, 08, 38 after the hour	3810	Fisher House	16, 27, 57 after the hour
9110	321 <sup>st</sup> BMTS	07, 09, 39 after the hour	4550	Willford Hall Medical Center	15, 30, and on the hour
9085	331 <sup>st</sup> BMTS	08, 11, 41 after the hour	10201	Gateway Inn/VAQ	14, 35, 5 after the hour
10810	Live Oak Dining Facility	09, 12, 42 after the hour	10175	Mesquite Dining Facility	13, 36, 6 after the hour
10800	345 <sup>th</sup>	10, 13, 43 after the hour	10255	343 <sup>rd</sup>	12, 37, 7 after the hour
10549	VAQ/Billeting	11, 14, 44 after the hour	10549	VAQ/Billeting	11, 39, 9 after the hour
10255	343 <sup>rd</sup>	12, 16, 46 after the hour	10800	345 <sup>th</sup>	10, 40, 10 after the hour
10175	Mesquite Dining Facility	13, 17, 47 after the hour	10810	Live Oak Dining Facility	09, 41, 11 after the hour
10201	Gateway Inn/VAQ	14, 18, 48 after the hour	9085	331 <sup>st</sup> BMTS	08, 42, 12 after the hour
4550	Willford Hall Medical Center	15, 23, 53 after the hour	9110	321 <sup>st</sup> BMTS	07, 44, 14 after the hour
3810	Fisher House	16, 26, 56 after the hour	5701	Reid Medical Center	06, 45, 15 after the hour
3612	TLE/Gateway Club	17, 27, 57 after the hour	5616	MPE/Finance/SATO	05, 47, 17 after the hour
2435	Gateway Villa/VQO	18, 30, and on the hour	7346	Chaparral Gym	04, 50, 20 after the hour
1405	Base Exchange/AAFES	19, 32, 02 after the hour	7065	319 <sup>th</sup>	03, 56, 20 after the hour
8400	Commissary	20, 33, 03 after the hour	5160	Logistics	02, 51, 21 after the hour
1250	Burger King	21, 34, 04 after the hour	5008	Transportation	01, 52, 22 after the hour
5100	Security Forces	00, 38, 8 after the hour	5100	Security Forces	00, 53, 23 after the hour



















