



DEPARTMENT OF THE NAVY  
NAVAL SERVICE TRAINING COMMAND  
2601A PAUL JONES STREET  
GREAT LAKES, ILLINOIS 60088-2845

NSTCINST 1740.1A  
N00  
18 Dec 2019

NSTC INSTRUCTION 1740.1A

From: Commander, Naval Service Training Command

Subj: COMMAND SPONSOR AND INDOCTRINATION PROGRAM

Ref: (a) OPNAVINST 1740.3D

Encl: (1) Welcome Aboard Letter Template  
(2) Command Sponsor and Indoctrination Program Critique  
(3) Command Sponsor Checklist

1. Purpose. To implement the provisions of reference (a) and prescribe procedures regarding Naval Service Training Command's (NSTC) Command Sponsor and Indoctrination Program (CSIP).
2. Cancellation. NSTCINST 1740.1.
3. Background. This instruction applies to NSTC military personnel in Great Lakes only.
4. Policy. Command sponsor and indoctrination responsibilities begin upon receipt of Permanent Change of Station (PCS) orders and continue until the member has become an integral part of the command and is fully cognizant of command policies, available programs and services, and the member's responsibilities.
5. CSIP. It is crucial that the command provide incoming personnel with meaningful pre-arrival communication, adequate support upon arrival, and relocation assistance. The goal of the CSIP is to facilitate a smooth transition and assimilation into the command, set the stage for a positive experience at the beginning of a tour, and to maintain an atmosphere for continued success. The following responsibilities are assigned:
  - a. Chief of Staff (CoS) shall:
    - (1) Establish a CSIP as outlined in reference (a).
    - (2) Appoint, and designate in writing, a Command Sponsor and Indoctrination Program Coordinator (CSIPC).
    - (3) Solicit feedback from CSIP questionnaires regarding effectiveness of the program.
    - (4) Ensure new arrivals are enrolled in the command indoctrination program within 30 days of reporting, or within three drill weekends for Reserve Component personnel.

(5) Monitor the CSIP for effectiveness.

(6) Tailor the command indoctrination to command specific requirements such as location, mission, and vision.

(7) Ensure the command indoctrination program considers the background, rank, and years of service of a new arrival when determining their indoctrination requirements.

b. Command Master Chief shall:

(1) Oversee the CSIP per the guidelines in reference (a).

(2) Ensure the CSIP has access to coordinator tools, to include Career Information Management System (CIMS).

(3) Review CIMS to verify sponsor assignments.

(4) Advise the command ombudsman of incoming personnel.

c. The NSTC Command Sponsor and Indoctrination Program Coordinator (CSIPC) shall:

(1) Aid in the development of a CSIP per the guidelines outlined in reference (a)

(2) Provide NAVPERSCOM (PERS-45) via e-mail at [mil\\_pers-455inbox@navy.mil](mailto:mil_pers-455inbox@navy.mil) with CSIP contact information to include functional e-mail address, command website, and contact phone number to be placed on PCS orders.

(3) Ensure sponsors have completed sponsor training prior to sponsor assignment. Sponsor training includes "The First 72 Hours" video available at <https://www.youtube.com/watch?v=VEn3M1UHHjs>, or equivalent.

(4) Ensure incoming personnel are assigned a sponsor, to include those executing PCS orders while on active duty or reservists being recalled to active duty or transferring between reserve units.

(5) Assign an appropriate sponsor who:

(a) Is of equal or higher paygrade.

(b) Is at least an E-5 or a senior E-4 with a must promote or early promote on their most recent evaluation.

(c) Is similar in marital and dependency status, if possible.

(d) Has at least 12 months remaining on board and is not the person the incoming member is slated to relieve.

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(6) Ensure all detaching personnel have made contact with, and are assigned sponsors at the prospective gaining command prior to transfer.

(7) Maintain and track sponsor assignments in CIMS.

(8) Establish and maintain military sponsor and indoctrination files, to include completed military check-in sheets, for a minimum of two years to monitor program effectiveness. Scan copy of military check-in sheet to NSTC share drive folder, viewable by Flag Administration.

(9) Liaise with local Fleet and Family Support Centers (FFSC).

(10) Coordinate with Flag Administration to prepare and send "Welcome Aboard" letters for incoming members, using enclosure (1) as an example, within 10 working days of being informed of a prospective gain.

(11) Ensure new arrivals are enrolled in the command indoctrination program within 30 days of reporting or within three drill weekends for Reserve Component personnel.

(12) Schedule and conduct command indoctrination.

(13) Maintain command indoctrination program rosters and attendance records.

(14) Review the CSIP program to include:

(a) Number of incoming personnel who were assigned a sponsor prior to arrival at their new duty station.

(b) Number of detaching personnel who were assigned a sponsor prior to transfer to a new duty station.

(c) Appropriate assignment of sponsors.

(d) Number of personnel assigned as sponsors who have completed sponsor training.

(e) Number of personnel assigned to a command completing indoctrination within thirty days of reporting or within three drill weekends.

(f) Maintaining indoctrination rosters.

(g) Proper documentation of training conducted during command indoctrination.

d. The NSTC Public Affairs Officer shall ensure the command website is updated.

e. Flag Administration shall:

(1) Establish and maintain civilian sponsor and indoctrination files, to include completed civilian check-in sheets, for a minimum of two years to monitor program effectiveness.

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(2) Upon notification from CSIPC, prepare and send "Welcome Aboard" letters for incoming members using enclosure (1).

(3) Ensure newly reported personnel update the Navy Family Accountability Assessment System for the member and any dependents, including recall information.

(4) Ensure newly reported personnel submit their completed check-in sheets within the prescribed timelines.

f. Sponsors shall:

(1) Understand that responsibilities begin upon sponsor assignment, with assistance continuing until the transferring member has become an integral part of the command. It is important for sponsors to be enthusiastic, willing to help, and have a positive attitude toward the Navy, the command, and the local community. Sponsors should be familiar with the command, knowledgeable about available resources, and familiar with applicable command procedures and instructions.

(2) Complete sponsor training provided by the local FFSC prior to executing sponsor related duties. Spouses of command sponsors are urged to attend sponsor training with the Service member.

(3) Execute sponsor duties as outlined in enclosure (5).

6. Records Management. Records created as a result of this notice, regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.

7. Review and Effective Date. Per OPNAVINST 5215.17A, NSTC will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, DoD, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will automatically expire 10 years after effective date unless reissued or canceled prior to the 10-year anniversary date, or an extension has been granted.



W. D. PFEIFLE  
Chief of Staff

Releasability and distribution:

This instruction is cleared for public release and is available electronically only via the Naval Service Training Command issuance website,

[http://www.netc.navy.mil/nstc/NSTC\\_Directives/instructions.html](http://www.netc.navy.mil/nstc/NSTC_Directives/instructions.html).



**DEPARTMENT OF THE NAVY**

NAVAL SERVICE TRAINING COMMAND

2601A PAUL JONES ST

GREAT LAKES, ILLINOIS 60088-2845

1300

Ser N02/XXXX

DD MMM YY

Commanding Officer  
 Transferring Command  
 ATTN: Rating/Rank John P. Jones  
 XXXX XXXXXX Street  
 Anytown, USA XXXXXX

Dear Rating/Rank Last Name:

Congratulations on your orders to Naval Service Training Command (NSTC)! By direction of the Chief of Naval Operations, and as part of the "Revolution in Training," NSTC was officially established on June 30, 2003. Naval Service Training Command is responsible for all enlisted and officer accession training programs, with the sole exception of the officers commissioned via the U.S. Naval Academy. This includes all Naval Reserve Officers Training Corps units, Recruit Training Command in Great Lakes, Illinois, and Officer Training Command in Newport, Rhode Island. Additionally, NSTC has cognizance of more than 600 Naval Junior Reserve Officers Training Corps and Navy National Defense Cadet Corps units in high schools worldwide.

Your "Welcome Aboard" package is enclosed, and your sponsor, Rank First Name Last Name, will soon be in contact with you. They can be contacted by phone: (847) 688-XXXX or email: XXXXXX@navy.mil. I encourage you to visit our website at [www.netc.navy.mil/nstc/](http://www.netc.navy.mil/nstc/) and the Naval Station Great Lakes website at [www.cnic.navy.mil/greatlakes/index.htm](http://www.cnic.navy.mil/greatlakes/index.htm) for more information.

You will soon be an integral part of the NSTC team. Your knowledge and training will be valuable in support of the command mission of transforming volunteers into Naval service professionals. To aid you during your transfer, I encourage you to download the "MyNavy Family" app, which is available on both Apple's App Store and Google Play and combines authoritative information from dozens of Navy sources into a single, convenient application. I also encourage you to reach out to our Command Ombudsman, XXXXXXXXXXXXXXXX, via email: [nstc.ombudsman@gmail.com](mailto:nstc.ombudsman@gmail.com) if you or your family have any questions.

I am very pleased to welcome you to NSTC and look forward to your arrival.

W. D. PFEIFLE

Chief of Staff

Enclosure (1)

## Command Sponsor and Indoctrination Program Critique

NAME: \_\_\_\_\_ RANK/RATE: \_\_\_\_\_

INDOCTRINATION COURSE CLASS # DATE:

**Directions:** Please provide feedback on each of the following items. Place your written comments at the end of each section. **YOUR COMMENTS COUNT AND THEY DO MAKE A DIFFERENCE!**

### SPONSOR PROGRAM

1. When did you receive your orders? Month \_\_\_\_\_ Year \_\_\_\_\_
2. Did you receive a Welcome aboard Package (Circle one: Hard copy, Email copy or Website) YES/NO
3. Who was your sponsor? \_\_\_\_\_
4. Additional Comments concerning Sponsor Program (Indicate who was contacted and whether help was provided by that particular person or not):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### INDOCTRINATION PROGRAM

1	2	3	4	5	OR
<b>STRONGLY DISAGREE</b>	<b>DISAGREE</b>	<b>NEITHER AGREE NOR DISAGREE</b>	<b>AGREE</b>	<b>STRONGLY AGREE</b>	<b>N/A Not Applicable</b>

1. Was your check-in process to your satisfaction? Please explain: \_\_\_\_\_

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2. The Command objectives were fully explained at the beginning of the phase.
 

1	2	3	4	5	N/A
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3. How long did it take to complete your check-in process? \_\_\_\_\_
4. The classroom Instructors/Guest speakers were knowledgeable with the required instructions.
 

1	2	3	4	5	N/A
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5. Was the INDOC Schedule provided and explained thoroughly?
 

1	2	3	4	5	N/A
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6. Did you find the ORM training to be informative and beneficial?  
 ORM Comments: \_\_\_\_\_
 

YES	NO
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7. Should MORE or LESS time be spent on any subject(s)? Please explain: \_\_\_\_\_

Additional comments:  
 \_\_\_\_\_  
 \_\_\_\_\_

Were you informed of your working hours, the command uniform policy, and leave and liberty policy?  
 \_\_\_\_\_

# Command Sponsor Checklist

(IAW OPNAVINST 1740.3D)

## INCOMING MEMBER INFORMATION

NAME (Last, First, Middle)		REPORT DATE	MARITAL STATUS	DEPENDENTS: Y / N If Y, age(s):
TRANSIT CONTACT INFO	RANK/RATE/GRADE (DESG)	DEPT	ROOM	OFFICE PHONE

## PRE-ARRIVAL

- |   |   |
|---|---|
| <input type="checkbox"/> Contact inbound Service member via phone or e-mail within 10 days of sponsor assignment, separate from Welcome Aboard letter   | <input type="checkbox"/> Provide Child Development Center (possible waitlist) and school liaison officer (e-mail: <a href="mailto:slo-greatlakes@mwrgl.com">slo-greatlakes@mwrgl.com</a> ) contact information, if applicable   |
| <input type="checkbox"/> Provide a copy of personal letter and locally developed information sheet to CSIPC   | <input type="checkbox"/> Check on housing availability (possible waitlist) and assist with arrangements at temporary military lodging facilities, if applicable/ Ensure members know to visit the housing referral office prior to renting or purchasing a house/ Contact FFSC for loan items while awaiting household goods, if applicable |
| <input type="checkbox"/> Inform inbound Service member of new command mailing address/ Remind to complete change of address forms   |   |
| <input type="checkbox"/> Refer inbound Service member of NSTC's website & Facebook page   | <input type="checkbox"/> Act as liaison for new command member/ Provide working hours, uniform policy, and leave and liberty policy.  |
| <input type="checkbox"/> Assist with any immigration issues (passports, driver's licenses, vehicle transfer, etc.), as applicable   | <input type="checkbox"/> Identify incoming Service member's work assignment, job title, and working relationships   |
| <input type="checkbox"/> Refer inbound Service member of Military One Source website (provides extensive information about the Great Lakes and the surrounding areas)   | <input type="checkbox"/> Set up resources to include: Identify and prepare desk area/ workstation, identify phone number/extension, place supplies in work area, etc.   |
| <input type="checkbox"/> Refer inbound Service member to NSGL CNIC Fleet and Family Support Center's (FFSC) website   | <input type="checkbox"/> Schedule check-in meetings for the incoming Service member IAW the military check-in sheet   |
| <input type="checkbox"/> Provide point of contact for additional FFSC programs (family employment readiness, exceptional family member, financial education and counseling, family advocacy, personal and family clinical counseling, new parent support, deployment readiness, ombudsman support, legal assistance, and volunteer services), if applicable | <input type="checkbox"/> Provide other helpful information such as specific uniform requirements, base protocols, emergency conditions, etc.  |
|   | <input type="checkbox"/> Request incoming Service member's acknowledge of receipt of forwarded materials and keep sponsor informed of itinerary, emergency numbers, reporting date, etc./ Keep the chain of command and CSIPC updated on any changes  |

## DAY OF ARRIVAL

- |  |  |
|--|--|
| <input type="checkbox"/> Meet incoming Service member and family at the point of arrival/ Assist with arrival to command/ Escort to temporary lodging, if applicable | <input type="checkbox"/> Provide member with a military check-in sheet/ Actively assist new arrivals with completing check-in sheet/indocctrination items to include introducing new arrival to personnel in the command |
| <input type="checkbox"/> Welcome new member to command/ Take member to lunch, if applicable/ Address any immediate concerns and respond as appropriate               | <input type="checkbox"/> Provide base map, indicate areas of interest, and assist in familiarization of base facilities (dining, medical, dental, religious options, commissary, etc.), if applicable                    |

## POST-ARRIVAL

- |   |  |
|---|--|
| <input type="checkbox"/> Continue to assist throughout the first few weeks and do everything within reason to help member "settle in" | <input type="checkbox"/> Ensure new arrivals are enrolled and complete command indoctrination (check-in sheet items) within 30 days of reporting |
|---|--|