STANDARD OPERATING PROCEDURES (SOP)

FOR

COAST GUARD'S TRAINING SYSTEM

EDUCATION SERVICES OFFICER (ESO)
VOLUME II

TRAINING

Force Readiness Command (FC-514)
Coast Guard Institute
December 2011

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CG INSTITUTE NOTICE 1000.2

Subj:	**CH-1 TO EDUCATION SERVICE OFFICER VOLUME II, TRAINING (ENLISTED ADVANCEMENT COURSES AND EOCTS)**
Purpose	This promulgates the Standard Operating Procedures (SOP) for the ESO's collaboration with the Coast Guard Institute (CGI).
Action	Full Time and Collateral duty ESOs should ensure compliance with the provisions of this SOP. Internet release is authorized.
Directives Affected	CGI Note 1000.2 is cancelled.
Summary of Changes	1. Section 2, page 2-2: Changed hyperlink *http://www.uscg.mil/hq/cg1/cgi/downloads/EOCT.pdf* to *http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/EOCT.pdf* 2. Section 2, page 2-5: Changed hyperlink *http://www.uscg.mil/hq/cg1/cgi/downloads/EOCT.pdf* to *http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/EOCT.pdf* 3. Section 2, page 2-9: Changed hyperlink *http://www.uscg.mil/hq/cg1/cgi/downloads/EOCT.pdf* to *http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/EOCT.pdf*

Summary of Changes (Cont.)	4. Section 2, page 2-16: Changed hyperlink *http://www.uscg.mil/hq/cg1/cgi/downloads/open_book.pdf* to *http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/open_book.pdf*
	5. Section 2, page 2-18: Changed hyperlink *http://www.uscg.mil/hq/cg1/cgi/downloads/open_book.pdf* to *http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/open_book.pdf*
	6. Section 2, page 2-23: Changed hyperlink EOCT Challenge Question Worksheet to EOCT Challenge Question Worksheet
	7. Section 2, page 2-25: Changed hyperlink *http://www.uscg.mil/hq/cgi/downloads/reserve_points.pdf* to *http://www.uscg.mil/hq/cg1/cgi/reservist/reserve_points.pdf*
	8. Added steps and procedures for ESO navigation through e-Testing module.

Environmental Aspect & Impact Considerations	Environmental considerations were examined in the development of this Notice and have been determined to be not applicable.

Forms	Not applicable.

Printed Copies	Printed copies of the ESO Vol. II, Training, are not available. Distribution is through CGI website at http://www.uscg.mil/hq/cg1/cgi/default.asp.

Comments and Recommendations	The next change to the ESO Volume II manual is expected to be completed by December 2012. CGI encourages user recommended revisions and corrections to the ESO Vol. II manual. Comments or recommendations may be submitted by emailing CGI-DG-CST_DIV@uscg.mil.

//s//
DONALD L. WINFIELD
CDR, U.S. Coast Guard
Commanding Officer

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SOP Table of Contents

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SECTION 1: EOCT INVENTORY

Verify EOCT Inventory

Initial Inventory Audit

Once a Training and Academia Customer Care Tracking Tool (TACCTS) account is created, the ESO should perform a comparison of the physical End of Course Testing (EOCT) inventory with the EOCT inventory listed in TACCTS. Report any discrepancies through TACCTS, using the "Add Issue" option. *[SOP for TACCTS is located under the help link on the CST TACCTS main page]* Once an ESO has notified CGI of discrepancies via a TACCTS issue, they may complete the inventory verification. It is not required that the ESO wait for CGI to resolve the discrepancies before submitting verification.

Monthly Inventory Audits

All ESOs will perform a monthly inventory. TACCTS will lock your account if your inventory verification has not been completed within 40 days of the last verification. The ESO will perform a physical inventory of all tests at the unit and then compare to the tests listed in TACCTS, using the "Library Inventory" option for Library Units and the "EOCT Inventory" option for Non-library Units. All discrepancies must be reported through TACCTS. *[For Procedures on how verify a monthly inventory in TACCTS, see SOP for TACCTS under the help link on the CST TACCTS main page]*

Note: If you will be out of the office for an extended period, complete your inventory prior to you departure to avoid being locked out of TACCTS.

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SECTION 2: ENLISTED ADVANCEMENT COURSES AND END-OF-COURSE TESTS (EOCT) / RATING ADVANCEMENT TEST (RAT)

Determining Member Eligibility

Unclassified   All Active duty, Reserve and Auxiliary members of the Coast Guard and uniformed members of the National Oceanographic Atmospheric Administration are eligible for all unclassified courses.

Coast Guard civilian employees are eligible for all unclassified courses. A written request via their ESO or command is required. All requests will be evaluated for approval on an individual basis.

Note: Only Investigators (IV) and CGIS Agents can order IV course material.

Classified   Only Active duty and Reserve Coast Guard personnel may enroll in classified courses on a need-to-know basis. The course being requested must be the same rate as the member requesting it and the member must be properly cleared. In all other cases, a waiver must be requested via Coast Guard memo to the Coast Guard Institute Course Support and Testing Division (CST), stating reason for request.

Completed PQG   Prior to administering an EOCT/RAT or AQE, the ESO must ensure the member has completed their performance requirements for the related course. The member must present the signed CG-3303(series) (for the PQG/RPQ) or the CG-1510-2 (for the EPME) to the ESO prior to taking an exam.

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Policy   EOCTs/RATs are either self-paced or timed and **ALWAYS** proctored and
                          monitored. Procter/monitor shall remain in the room during testing and alert at
                          all times.

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Courses and   All correspondence courses and EOCTs/RATs offered by the CGI are listed on
EOCT/RAT   the EOCT/RAT Course Information Page posted on the CGI's website at
Availability   http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/EOC
                          T.pdf. All current courses and detailed information concerning the courses are
                          located on the CG Portal under the Training and Education tab/Learning
                          Management System link/ Enlisted Advancement catalog.

                          _____

Order Course   Course material must be ordered via TACCTS, using the "Order Course
Material   Material" option on the CST main page. Within the "Order Course Material"
                          section, there is an "Order Type" drop down menu, with several different
                          options depending on what course is selected.
                          Explanation of each option:

- **Course Enrollment** - This option is for Non-library Units only. It is used when an ESO wants to enroll a member in a course and receive the course material only. The course material will be sent to the address provided on the form. The EOCT/RAT can be ordered at a later date, when the member desires to take the test.
- **Test Only** – This option is for Non-library Units only. It is used when a member is already enrolled in a course. Such as when the member has failed the test twice and the ESO is ordering a subsequent test.
- **Course Enrollment with Test** – This option is for Non-library Units only. It is used when the ESO wants to enroll a member in the course. The course material will be sent to the address provided on the form. The EOCT/RAT will be sent to the ESO to hold until the member is ready to take the test.
- **Course Material Only** – This option is for Library Units only. Use this option to order course material. Use "add issue" to order test for library.
- **Enrollment with Test Only** – This option is for Non-library Units only. Use this option when the course material is downloaded from the learning portal. This will enroll the member in the course and EOCT/RAT will be sent to the ESO to hold until the member is ready to take the test. (this option is only available for courses that are available on the CG Portal)

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Ordering Course   **Section 2**
Material/EOCT-RAT   **Enlisted Advancement**
(Continued)   **Courses and EOCT/RAT**

Order Course Material (Cont.)	The address section for course material (not the EOCT/RAT) can be modified to send to the member's home address, if needed, or any address desired. Otherwise, the course material ordered will go directly to the members unit. The form also allows the ESO to modify the e-mail addresses if needed. ESOs and members should always ensure their business e-mail addresses are updated in Direct Access.

Library Units

Do not enroll any member of a library unit in a course or EOCT/RAT. The "Course Material Only" option should be used. The online form will automatically send an email to the ESO and member when the course material is ordered. Library Unit ESOs should use the "Add Issue" option to order tests for their library.

Non-Library Units

Non-Library units must enroll the member in the course. The "Course Enrollment with Test" option should be used. When an ESO enrolls a member in a course, the test is sent directly to the ESO to hold for the member, until the member is ready to take the test.

The online enrollment form automatically sends an email to the ESO and member when the course material is ordered through the form. Please do not order a course for a member within 30 days of their PCS departure from the unit.

If a member does not pass the first EOCT/RAT, a second EOCT/RAT is automatically sent to the unit. If the second EOCT/RAT is failed, all subsequent EOCTs/RATs must be ordered individually via TACCTS using the "Order Course Material" link. On the order form, select the "Test Only" option.

Ordering Classified Material

Classified course material is the ESOs responsibility and must be secured in a GSA approved safe. While not mandatory, it is recommended that all classified course material be entered into the unit's Classified Material Control system via the Classified Materials Control Officer (CMCO) to restrict access and lessen the chance of compromise. Classified material can only be ordered by e-mail to CGI-DG-CST_DIV@uscg.mil. *[See ALCOAST 4509-05].*

The OS1 classified course pamphlet will not be returned to the CGI upon the members transfer. It will be retained by the CMCO for use by incoming OS member. If there is no relief, the material will be destroyed locally by using a cross-cut shedder and report the destruction to the CGI. Document destruction in the unit's destruction log.

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Obsolete EOCT/RAT   The CGI will send notification of an obsolete course/EOCT-RAT, via TACCTS broadcast message. The EOCT/RAT Course Information page located on the CGI's website will also be updated on the courses and EOCT/RAT changes. The ESO should continue to administer earlier editions of EOCTs/RATs, as long as the test is administered **before** the obsolete date. The member has until the day prior to the obsolete date to take the EOCT/RAT.

The EOCT/RAT Course Information Page located on CGI's website http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/EOCT.pdf should be verified no less than twice a month. New tests come online and tests become obsolete frequently.

Library units
Obsolete EOCTs/RATs should be destroyed locally, using a cross-cut shredder, on their obsolete date. Once the obsolete test is destroyed, report the destruction of the test to the CGI CST Div. through TACCTS using the "Add Issue" option. Include the course code, edition and test number. When CST receives the notification, the test will be removed from the ESO's inventory in TACCTS.
Once the new EOCT/RAT is available, it must be requested by the ESO via TACCTS using the "Add Issue" option. New series of EOCTs/RATs are NOT automatically sent to units. As a reminder EOCTs/RATs are not automatically sent and all requests for EOCTs/RATs must include your unit seven digit OPFAC and complete mailing address. When the new test is mailed to the ESO, the CST Division will change the status on the same TACCTS issue to "Pending Notification of Receipt". When the ESO receives the test, the ESO will go to the same TACCTS issue and type in the comments field "Test Received". Do not open a new TACCTS issue, by responding to the same issue, a complete history of the transaction is maintained.

Note: ESOs can order more than one test and note destruction of EOCTs/RATs on a single TACCTS issue.
(See TACCTS SOP under the help link for more detailed instructions)

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Obsolete Courses/EOCT-
RAT
(Continued)

Section 2
Enlisted Advancement
Courses and EOCT/RAT

Obsolete
EOCT/RAT
(Cont.)

Non-Library Unit
Obsolete EOCTs/RATs should be destroyed locally, using a cross-cut shredder, on their obsolete date. Once the obsolete test is destroyed, report the destruction of the test to the CGI CST Div. through TACCTS using the "Add Issue" option. Include the course code, edition, test number, member's name and member's EMPLID. When CST is notified, the member will be disenrolled and the test will be removed from the ESO's inventory in TACCTS.

Once the new EOCT/RAT is available, it must be requested by the ESO through TACCTS using the "Order Course Material" option. On the order form, select the "Test Only" option. EOCTs/RATs are NOT automatically sent to units.
(See TACCTS SOP under the help link for more detailed instructions)

Obsolete
Course

When course editions go obsolete (course and test), members have until the day prior to the obsolete date to complete the test.

Library Units
Once the new course and test are available, the ESO will order the new course material by selecting the "Course Material Only" option and the new test by using the "Add Issue" option. Course material will be sent to the address entered on the form. Tests will be sent to the ESO for a unit's Library.

Non-Library Units
Once the new course and test are available, the ESO will need to enroll all members that were previously enrolled, but have not taken the EOCT/RAT, by selecting "Course Enrollment with Test" option. Course material will be sent to the address entered on the form. Tests will be sent to the ESO to hold until the member is ready to take the exam.

EOCT/RAT Destruction   **Section 2**
Log   **Enlisted Advancement**
                                    Courses and EOCT/RAT

Destruction Log

Library Units and Non Library Units

EOCTs/RATs may be destroyed locally if tests become obsolete, the member transfers to another unit, or the tests are no longer required by the unit. Destroy EOCTs/RATs locally by using a cross-cut shedder and report the destruction of the test to the CGI via TACCTS and document in the unit's destruction log. All ESOs are required to keep an EOCT/RAT Destruction Log. The log is used to account for all EOCTs/RATs that have been destroyed by the ESO locally. The EOCT/RAT Destruction Log is mandatory and provides strict internal accountability of all EOCTs/RATs that have been destroyed. In the event of an EOCT/RAT loss, the Destruction Log could be used as part of the investigation.

Figure 2-1 on the following page is an example of a Destruction Log that can be printed and used if desired.

Requesting Disenrollment

Non-library Units

If a member no longer desires to be enrolled in a course. The ESO must request the member be disenrolled from the course by:

- o Destroying the test locally by using a cross-cutter shredder.
- o Submit a TACCTS issue to request the disenrollment and report the destruction.
- o Enter into the unit destruction log.

EOCT/RAT Short Title	Course Code	Edition	Test Number	Quantity	Destruction Date	Authority/Reason	Signature	Witness if applicable

Table 2-1. Destruction Log

Training Videos   CGI stocks training DVDs that can be ordered by ESOs. These DVDs are expendable items and may be ordered individually via TACCTS using the "Order Course Material" option. The CGI will send the DVD(s) to the address entered by the ESO. *[For procedures on how to order training videos, see SOP for TACCTS under the help link on the CST TACCTS main page]*

The training DVDs offered by the CGI are listed on the EOCT/RAT Course Information Page posted on the CGI's website at http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/EOCT.pdf. The time length varies from 10 to 120 minutes per topic. The ESO should preview the contents for applicability prior to showing the DVD at the unit. These DVD's should be incorporated as a supplement to the unit's overall training program.

Administering an   **Section 2**
EOCT/RAT   **Enlisted Advancement**
Courses and EOCT/RAT

Answer Sheet

Library Unit

The TACCTS online answer sheet is the form all library units will use to record the members EOCT/RAT answers. This method of taking EOCTs/RATs drastically reduces processing errors, delays in the U.S. mail or lost exams in the mail. Only Library Units are authorized to use the TACCTS online answer sheet. Non-Library Units are **not** authorized. *[For procedures on how to access the TACCTS online answer sheet see SOP for TACCTS, "Administer EOCT/RAT" option, located under the help link on the CST TACCTS main page]*

Note: When the TACCTS online answer sheet is accessed, if bubbles are already selected on the screen (i.e. filled in), scroll to the bottom of the screen and click on "Clear Answer Sheet". This will clear all fields.

All Library Units must use the TACCTS online answer sheet when an EOCT/RAT is administered. The ESO and member have two options available:

- **Option #1**: Member is administered the EOCT/RAT with paper-based CGI-2800 answer sheet (copies are acceptable). Upon completion of exam, ESO or member may transfer the member's answers to the TACCTS online answer sheet for submission to CGI. The ESO holds paper-based CGI-2800 until exam is scored and posted in Direct Access.

- **Option #2:** Student inputs their answers directly on the TACCTS online answer sheet at the time of EOCT/RAT administration. A copy is maintained by the ESO until the exam score is posted in Direct Access.

If unable to utilize TACCTS, alternate methods of test submission are available by contacting the CST Division at the CGI.

Administering an   **Section 2**
EOCT/RAT (Continued)   **Enlisted Advancement**
Courses and EOCT/RAT

Answer Sheet (Cont.)

Non-Library Unit

CGI-2800 answer sheet is the form all non-library units will use to record the members EOCT/RAT answers. Carefully check all information on CGI-2800 answer sheet for accuracy. An optical form reader scans the answer sheet. The results depend on the quality and accuracy of the information on the answer sheet. All student information is taken from the EOCT/RAT label and should be transcribed to the answer sheet accurately, even if the label information is incorrect (such as SSN). If this occurs, the ESO should include a brief CG Memo pointing out the discrepancy with the EOCT/RAT package.

Figure 2-2 on the following page is an example of the CGI-2800 answer sheet. Below are general instructions for completing the CGI-2800 answer sheet:

- **Name**: Print full name, last name first.
- **Rank/Rate**: Print current rank/rate.
- **Course Title**: Indicate short title and edition of course (found on EOCT/RAT label).
- **Present Unit Address**: Print name, address, and zip code of unit.
- **Social Security Number**: Enter the social security number appearing on the EOCT/RAT label (with no dashes), completely darkening the corresponding circles below each block.
- **OPFAC Number**: Enter the operating facility number of the unit, completely darkening the corresponding circles below each block.
- **Course Code and Edition**: Enter the last three digits of the course code and the edition number in the blocks provided, completely darkening the corresponding circles below each block. This information is found on the EOCT/RAT label or EOCT/RAT booklet cover.
- **Test Number**: Enter the test number in the appropriate block, completely darkening the corresponding circles below each block. This information is found on the EOCT/RAT label or EOCT/RAT booklet cover.
- **Date Test Administered**: To indicate the month, darken the circle next to the appropriate month. Use two digits to indicate the day and year. Add a zero before dates consisting of one digit. These dates are of critical importance during SWE deadlines.
- **Responses**: Students mark only ONE ANSWER FOR EACH QUESTION. Two darkened responses to the same question result in a wrong answer.

Figure 2-2. CGI-2800 Answer Sheet

Administering an   **Section 2**
EOCT/RAT (Continued)   **Enlisted Advancement**
Courses and EOCT/RAT

Rotation	To ensure a fair and equitable testing system, a member may not be retested on a particular EOCT/RAT until 21 days have passed.

An EOCT/RAT series consist of three separate test versions (i.e., 51, 52, 53) to allow for a more diversified bank of test questions. It is imperative that an accurate test version rotation be followed.

Example: If test version 53 of an EOCT/RAT was previously administered to a member, test version 51 or 52 must be utilized as a subsequent examination.

Library Units
The last test taken by the member is displayed on the TACCTS online answer sheet "Last EOCT/RAT Taken" field. However, Direct Access (DA) **MUST** be checked to verify the date of the last test taken, to ensure the 21 day retesting policy.

Non-Library Units
Test number and date of the last test taken by the member should be reflected on the unit EOCT/RAT log.

EOCT/RAT Log   Using an EOCT/RAT log provides strict internal accountability of administration of EOCTs/RATs. **It is mandatory for all units holding EOCTs/RATs.** In the event of an EOCT/RAT loss or compromise, EOCT/RAT logs may be requested by the CGI as part of the investigation.

Figures 2-2 is an example of a Library Unit EOCT/RAT Log and Figure 2-3 is an example of a Non-Library Unit EOCT/RAT Log that can be printed and used if desired.

Student Name/ EMPLID	Course Code/ Edition/Test#	EOCT/RAT Admin Date	Members test score (SSR)

Table 2-2. Library Unit EOCT/RAT Log

Student Name/ EMPLID	Course Name/Code/ Edition/Test#	EOCT/RAT Ordered/Received		Admin. Date By	EOCT/RAT Admin/Return to CGI	Date RNA/DIS

Table 2-3. Non-Library Unit EOCT/RAT Log

Proctoring Procedures   The general guidelines for proctoring EOCT/RAT:

- One proctor per 20 students.
- Supply two #2 pencils and scratch paper to each examinee.
- Supply two copies of Challenge Worksheet.
- No cell phones.
- Maneuvering boards, parallel rulers, log tables, and slide rules are authorized.
- Only non-programmable calculators are authorized but limited to the following functions: addition, subtraction, multiplication, division, percent, square route, decimal point, equals, memory store, memory recall, memory add, memory subtract. **All other calculators or functions are not authorized.**
- Read test instructions found on the inside cover page of the EOCT/RAT, pay particular attention to timed tests and open/closed book restrictions.
- Proctor **must be** physically present throughout the EOCT/RAT and conduct the exam in accordance with the EOCT/RAT package instructions.
- EOCT/RAT must be completed in one sitting.
- Check all pages of test booklets before the test is administered and after the test is complete for marks.
- Students taking an open book exam are authorized to use a clean copy of CGI Correspondence Course material. Any form of note taking or copying of any portion of the questions is a violation punishable by the Uniform Code of Military Justice (UCMJ), see Administration of Open Book EOCT/RAT examination on CGI website. http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/open_book.pdf
- Scratch paper and Challenge Worksheets must be returned to the text examiner.
- Examinations should be conducted in a quiet area offering as few distractions as possible.

Proctoring
Procedures
(Cont.)

- Enlisted proctors must be senior to the examinee and no proctor may administer an EOCT/RAT to family members or relatives.
- No notes or copies of questions or answers should be made or carried from the testing room or used as a study or reference guide.
- For missing pages or illegible portions, the student must complete the answer sheet to the best of their ability and leave the missing or illegible questions blank. The ESO must return the EOCT/RAT with a CG Memo indicating the problem.
- Ensure students personal data is correct in blocks 1-7 of the CGI-2800 form and answers are darkened thoroughly.
- The designated ESOs and Proctors are ineligible to test on CGI examinations within six months of administering a particular examination or the expiration of their respective appointment. This may be waived in by the Commanding Officer, Coast Guard Institute. EOCT/RAT may be administered by an alternate ESO or designated proctor. This should be command scrutinized regarding the Deck Watch Officer Exam and Renewal.
- EOCT/RAT question challenges must be submitted via TACCTS, during or immediately following the administration of the test.

Instructions   **Specific instructions governing the DWO Exams:**
                Ref: (a). CG Deck Watch Officer Examination Program, COMDTINST
                16672.5 (series)
                Initial DWO Exam (DWINTO) Course Code 0701-1. Required for those
                members who have not previously passed the DWO Exam, or have exceeded
                a period of five-years since the date of their last examination, with a passing
                score. This is a closed book exam, in which no reference material is
                authorized.

                Renewal DWO exam (DWINTR) Course Code 0702-1. Administered to
                members who have previously passed an initial DWO exam or a renewal
                DWO exam within the last five years (refer to note below for additional
                conditions). This five-year period of eligibility commences on the date the
                last successful examination was administered. This test is open book, see
                CGI website
                http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/eoct_and_epme/open
                _book.pdf for rules pertaining to open book exams. If a member fails to
                successfully complete a renewal DWO exam within five years, the member
                must revert back to the initial DWO exam (DWINTO).

                Note: Alternate approved courses for credit for the DWO are listed on the
                National Maritime Center website
                http://www.uscg.mil/nmc/approved_courses.asp

                Schools not listed must be approved by the BM Rating Force Manager to
                receive credit for completion of the DWINTO.
                Certificates of completion must be submitted through TACCTS, as an
                attachment, for entry into DA. Under no circumstances should the SPO enter
                credit for the DWINTO into Direct Access.

Overview　　　　EOCTs/RATs shall **<u>NOT</u>** be hand carried or mailed to the new unit. There are two options available for a member transferring PCS or transferring to the IRR (Inactive Ready Reserve), or SELRES (Select Reserves).

The member can elect to continue taking the course by contacting the ESO at their new unit when they are ready to take the EOCT/RAT or when they need to order course material.

The member can also elect to discontinue taking the course. If the member no longer desires to be enrolled in the course:

- **Library Unit** - No action is needed because the member is not actually enrolled in the course until the test is administered.
- **Non-Library Unit** – The ESO must request disenrollment from the course by:
  - Destroying the test locally by using a cross-cutter shredder.
  - Submit a TACCTS issue requesting the disenrollment and report the destruction.
  - Enter into the unit destruction log.

Administering　　Library Units are authorized to administer tests to members on Temporary
EOCT/RAT to　　Duty (TDY), whose permanent unit is also a library unit as long as the
Members on TDY　library unit has the test needed for that member. If the test is not available, the ESO can order the test though TACCTS. Library units should verify the member's last EOCT/RAT taken prior to administration of an EOCT/RAT. This information is located on the TACCTS online answer sheet. The date of the last EOCT/RAT taken **MUST** be verified in DA.

A library unit is only authorized to test members on TDY whose permanent unit is a Non-Library unit by contacting the CST Division through TACCTS and request:

- **Member be disenrolled from the course** - The member must be disenrolled from the course before the test can be administered using the TACCTS online answer sheet. (for the CGI internal grading process)
- **Date of last test taken**- ensures 21 day re-test policy.
- **Last test taken number**- ensures the test rotation policy.

Member Transfers/   **Section 2**
Separations/TDY   **Enlisted Advancement**
(Continued)   **Courses and EOCT/RAT**

Administering EOCT/RAT to Members on TDY (Cont.)

Once the CGI CST Div provides the required information, the test can then be administered. The CGI will contact the member's permanent unit ESO to destroy the test that is on file for the member.

The CGI may authorize on a **case by case** basis the transfer of an EOCT/RAT for an individual on a temporary duty assignment. The requesting unit will submit a request to the CGI via e-mail, with a copy to the receiving unit describing the extenuating circumstances. Upon receipt of authorization e-mail from the CGI, the EOCT/RAT may be forwarded to the applicable ESO. A tracking record of accountability must be maintained by both ESO's. The reassigned EOCT/RAT must be administered within 30 days of receipt.

Procedures   The first time an Auxiliarist requests a course or test, a student record must
be created, by using the following procedure:
- Submit a TACCTS issue requesting that a student record be created.
  Include the Auxiliary member's:
    - Name
    - SSN
    - Mailing Address
    - EMPLID
    - OPFAC
    - Unit
    - Requested Course Material or
    - Requested EOCT/RAT (for Non-library units)
- Once the information is received and the student record is created,
  the course material requested will be mailed to the address provided
  by the ESO.
- All EOCT/RAT requested will be sent directly to the ESO.

DO NOT USE THE ONLINE ANSWER SHEET for Auxiliary tests! All
Auxiliary tests must use the 2800 paper answer sheet. Scan the sheet and
upload as an attachment in TACCTs to be scored. Please allow 2-3 days for
the test to be graded. Pass/fail letters will be sent to the ESO, via email.

Note: ESOs can submit student record information, course and test request
on the initial TACCTS issue.

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Policy   Each command may designate proctors as necessary in writing, with a copy to member's personnel data record.

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Definition   A proctor is a person appointed in writing to supervise members during the administration of an exam. Supervision requires the continual physical presence of both the member and the proctor in the same room for the duration of the exam. Designated proctors are NOT authorized access to any exams except those specifically designated by the ESO for administration, the TACCTS system or safes where exams are stored.

_____

Examples by   • Commissioned/Chief Warrant Officers.
Preference   • Chief Petty Officer or Civilian in grade of GS7 or above.
                    • Officer-in-charge/Supervisor if E7 or above and personnel designated by the unit.
                    • A proctor must be senior to the test taker.

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Challenge Inquiries	Inquiries about the subject matter of courses and EOCT/RAT should be addressed to the CG Institute.

EOCT/RAT Question Challenge	ESOs should provide the member with copies of the EOCT Challenge Question Worksheet (example of on following page) along with the test booklet. The member may fill out the worksheets either during testing or immediately upon completion. The completed worksheets must be given to the ESO before the member leaves the testing area.
	ESOs will then submit the challenge to the Subject Matter Specialist (SMS) via the "**Submit an EOCT/RAT Question Challenge"** link on the CST main page of TACCTS. Before submitting the challenge, the ESO should review the "**Question Credit Listing"** on the CST main page of TACCTS. If the question already appears on that list, it has already been challenged and approved. All members receive credit for the question regardless of their answer selection. Therefore, the ESO should not resubmit the question as a challenge to the SMS.
	[To submit a challenge to the SMS via TACCTS, see TACCTS CST ESO SOP, located under the help link in TACCTS. In the SOP, see sections "Question Credit Listing" and "Submit an EOCT/RAT Question Challenge" for instructions.]

EOCT CHALLENGE QUESTION WORKSHEET

Name:_____ EMPLID:_____ Test Date:_____

Course:_____ Edition:_____ Test Number:_____

Question Number Being Challenged:_____ Which Answer Did You Choose?:_____

Explain the discrepancy, as you see it, in the space below. (Do not copy or paraphrase the question, nor discuss any classified information from this test. This form is unclassified)

_____
_____
_____
_____
_____
_____

(note: Submit a separate worksheet for each question challenged.)

REMINDER: This challenge should be done immediately after taking the test and must be completed prior to leaving the testing area.

Figure 2-3: EOCT/RAT Challenge Worksheet

Notification of EOCT/RAT Results	**Library Units** The ESO and member will receive immediate e-mail notification of <u>unofficial</u> EOCT/RAT results when the EOCT/RAT is submitted through the TACCTS online answer sheet. Official results will be posted in Direct Access one to three business days after the EOCT/RAT has been submitted.

Non-Library Units
Official results will be posted in Direct Access one to three business days after the EOCT/RAT has been received by the CG Institute.

Course Completion (Pass/Fail) Letters	The course completion (pass/fail) letter informs the member of the results for the course and test taken. The letters are sent **via email,** to Active Duty, Reserve and Civilian employees of the Coast Guard and their ESO (ESO that administered the test). For an Auxiliarist, the course completion letter is sent directly to the ESO, via email.

Reserve Retirement Points	Selected Reservists (SELRES) completing an unclassified correspondence course will receive a completion letter (pass/fail letter) via email, indicating the amount of reserve retirement points the course represents. Reserve retirement points will be automatically uploaded to Direct Access. Those points will be for the anniversary year they were completed.

SELRES members completing a classified correspondence course will receive a course completion email, but with "00" reserve retirement points, if studying and test administration takes place during active drills. Commandant (FC-514) can approve credits if the commanding officer requests credit and certifies that a large percentage of the course was not completed during drills or while on active duty.
Rules and guidelines for Reserve retirement points are found in COMDTINST M1001.28 (series), Reserve Policy Manual. A list of active/obsolete EOCTs/RATs and their assigned reserve retirement points are listed under the Reservists link located on the CG Institute website http://www.uscg.mil/hq/cg1/cgi/reservist/reserve_points.pdf.

Reserve Retirement Points (Cont.)	Inactive Ready Reservist (IRR) officers must request approval from CGPC RPM in accordance with COMDTINST M1001.28 (series) to take any CG correspondence courses and then provide the completion letter to RPM for entry into Direct Access.
	PPC procedures for Reserve retirement points for courses not offered by the CG Institute can be found at this PPC webpage *http://www.uscg.mil/hq/cg1/psc/ses/rrpa.asp*.

Verify Results in DA

Direct Access (DA) is the official means for verifying exam results. The ESO may advise the member to take the following steps in Direct Access to view their exam results:

- Go to CG Portal -https://cgportal.uscg.mil/delivery/Satellite/uscg
- Click on the "**Direct Access**" tab. (on left side)
- The Oracle Peoplesoft Enterprise login page will display. Login, then Scroll down.
- Click on "**Self Service**"
- Click on "**Employee**"
- Click on "**View**"
- Click on "**Test Results**" (select "view all")
- You will notice the "Test Results" section only posts successful passing grades by checking the "passed" score block

An ESO with Command privileges may go into DA to verify member's test results by following these steps:

- Go to CG Portal -https://cgportal.uscg.mil/delivery/Satellite/uscg
- Click on the "**Direct Access**" tab. (on left side)
- The Oracle Peoplesoft Enterprise login page will display. Login, then Scroll down.
- Click on "**Develop Workforce**", under the enterprise menu.
- Click on "**Manage Competencies**" (GBL)
- Click on "**Use**"
- Click on "**Test Results**"
- Enter the members "**Employee ID number**" (in the EMPLID field)
- Click on "**Search**"
- You will notice the "Test Results" section only posts successful passing grades by checking the "passed" score block

_____

Safeguarding   The following rules apply for safeguarding EOCTs/RATs:
EOCT/RAT
- Store classified EOCT/RAT material in accordance with existing security regulations, in a GSA approved safe.
- Unclassified EOCT/RAT material should be stored in a safe. Locked filing cabinets/desks are discouraged; however, if it is necessary to store EOCT/RAT material in a locked filing cabinet/desk, the ESO must use extreme caution and always be aware of possible tampering. All attempts should be made to store EOCTs/RATs in a safe.
- Do not store an unclassified EOCT/RAT in a container to which anyone other than the ESO/Alternate ESO/OIC/Commanding Officer may have access.
- Restrict all personnel (not specifically authorized) from accessing safes, locked cabinets or locked desks containing EOCTs/RATs.
- Unauthorized possession of any EOCT/RAT is punishable under articles 92 and 134, Uniform Code of Military Justice. Letters of warning will be issued for civilian personal.
- No examinee may have access to any EOCT/RAT.

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EOCT/RAT   **Library Unit**
Package   The inner envelope contains the three test versions and is marked "For ESO Only". The outer envelope is the FedEx envelope addressed to the ESO.

Non-Library Unit
The inner envelope marked "For ESO Only", contains individual test booklet and CGI- 2800 answer sheet and is fully-sealed clear plastic. The EOCT/RAT label is placed on the front of the plastic; it contains the members name and important information about the test (See figure 2-4 on following page). **ESOs are required to check the EOCT/RAT address label and enclosed test booklet for accuracy.** If the information does not match, immediately contact the CG Institute CST Division. The outer envelope is the FedEx envelope addressed to the ESO.

_____

#1 → 18 NOV98 ADMINISTER BEFORE   18 NOV 01 ← #13
   TO COMMANDING OFFICER   01-30121 ← #12
#2 → US COAST GUARD STATION CASTLE HILL
     RIDGE ROAD

     NEWPORT   RI 02840-3798
#3 → HODGES, STEVEN SA   #14 → MRNPO 0457-1 53 ← #11

#4 → 0000 HODGE 0457 1 53

#5 #6 #7#8   #9 #10
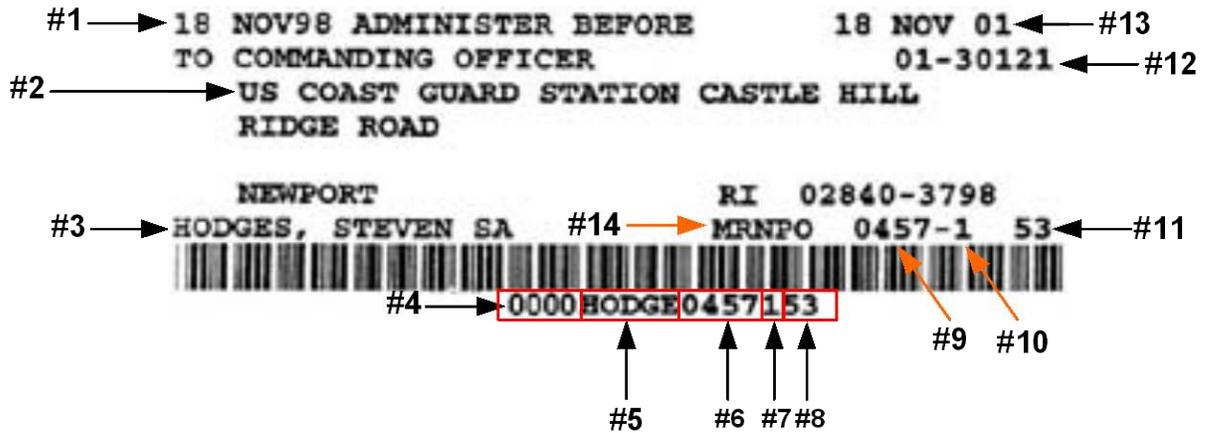
#1	Date the EOCT/RAT was ordered.
#2	Parent Operating Facility address
#3	Name and rate of the student
#4	Last four of the student SSN
#5	Student last name
#6	Course Code
#7	Course Edition
#8	Test form number
#9	Course Code
#10	Course Edition
#11	Test form number
#12	Parent Operating Facility number
#13	Automatic disenrolled for inactivity date (no longer applicable)
#14	Course short title

Figure 2-4. EOCT/RAT Label

Mailing Requirements for   **Section 2**
Non-Library Unit ESOs   **Enlisted Advancement**
Courses and EOCT/RAT

Packaging EOCT/RAT for Return

All EOCTs/RATs and CGI-2800 answer sheets mailed to the CGI must be double enveloped. The inner envelope must be annotated "TO BE OPENED BY PERSONEL AUTHORIZED TO HANDLE TESTING MATERIAL". Follow the mailing requirements below when returning test/course materials.

Note: Routing symbols or an attention line may not be used on the outer envelope if it contains classified material.

Mailing Requirements

All EOCTs/RATs should be mailed to the CGI by some traceable means (ie..FedEx).

All EOCTs/RATs that are being returned to the CGI by mail should be sent to:
Commanding Officer (CST)
5900 SW 64thSt., Room 232
Oklahoma City, OK. 73169-6999.

EOCT/RAT Audit   A unit-level EOCT/RAT accountability audit is required upon the disestablishment of the Library Unit. Upon disestablishment the ESO of the unit will:
- Submit a TACCTS issue stating the library unit is being disestablished, and the date of disestablishment.
- Perform an EOCT/RAT inventory in TACCTS.
- Destroy EOCT/RAT locally, report destruction in unit destruction log and in TACCTS to the CST Div.
- If you will no longer be an ESO, submit a relief memo IAW ESO Vol I.

Compromise
EOCT/RAT

A compromise is the disclosure of EOCT/RAT information to a person(s) who/whom is <u>not</u> authorized access to that information. The unauthorized disclosure may have occurred unknowingly, willfully or through negligence. Compromise is confirmed when conclusive evidence exists that EOCT/RAT information has been disclosed to an unauthorized person(s).

Any civilian employee, military personnel, or other person associated with the Coast Guard, having knowledge of the loss, unauthorized disclosure, or possible compromise of EOCT/RAT information or of an infraction of security regulations should immediately advise their command security officer. Once an incident is disclosed, commands should report or ensure that the matter is reported immediately in accordance with the procedures set forth in this publication.

- Contact the CGI via phone or email.
- State the circumstances of the possible compromise.
- CGI will determine if an investigation is warranted.
  - If so, the respective command will initiate an administrative investigation in accordance with Administrative Investigation Manual, COMDTINST M5830.1(series), for the possible compromise.
  - If not, the CGI will advise what action to take.

Suspend Testing

FORCECOM (FC-514) has delineated the authority for the Commanding Officer of the Coast Guard Institute to suspend EOCT/RAT, while an investigation for determination of a possible compromise is being conducted.

The CG Institute will notify ESO's and SMS's via TACCTS, of any required action.

Compromised and/or Lost   **Section 2**
EOCT/RAT (Continued)   **Enlisted Advancement**
Courses and EOCT/RAT

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Compromise or Suspected Compromise

Required Actions for a Compromise or Suspected Compromise

If there is probable cause to believe that an actual or suspected compromise of any testing instrument has occurred, the following actions apply:

Send a routine precedence message
A routine precedence message
(Example follows) should be sent as soon as possible after discovery to Commandant (CG- 86) CG-21-CGIS, with the CGI as an info addressee for EOCT/RAT compromises. The training source responsible for development of the testing instrument in question should also be an info addressee in all cases. FORCECOM (FC-514) should be an info addressee for all suspected compromises of testing material. The message should identify:
- The exact testing instrument involved.
- A brief summary of the circumstances known.
- A preliminary evaluation as to the probability of compromise (Low, Medium, or High).

Note: This notification is necessary to allow sufficient time for planning test replacement strategy and assessing the impact on advancements. If an actual compromise is found to have occurred, the standard of replacement for an EOCT/RAT is 30 days from the notification of a confirmed compromise.

Investigate the incident
The commanding officer of the unit discovering the compromise or suspected compromise should investigate the incident. If deemed necessary, an informal board of investigation may be convened in accordance with the Military Justice Manual, COMDTINST M5810.1 (series).
- Intentional compromise of testing instruments may be punishable under NJP/UCMJ provisions as appropriate.
- Unintentional compromise or procedures that contributed to compromise should be identified and corrective action recommended or taken.

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Compromise or   **Send a routine precedence message of compromise**
Suspected   After a determination has been made as to whether a confirmed compromise
Compromise   did occur, a routine precedence message must be sent to all concerned
(Cont.)   clearly identifying which testing instruments were actually compromised.
                          Also include any recommendations which would prevent future
                          compromises.

                          Note: SMSs should maintain file copies of messages and investigative
                          reports together with the compromised test.

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Classified   In the case of lost, mishandled, unaccounted for, or possibly compromised
Material   classified material, the ESO should comply with the Coast Guard Security
                          Manual COMDTINST M5510 (series).

_____

Initial   R 000000Z MON YR (date time group)
Compromise   FM COGARD UNIT ANYWHERE
Message   TO COMDT COGARD WASHINGTON DC//CG-2-CGIS//
                          INFO COGARD INST OKLAHOMA CITY OK
                          COGARD FORCECOM FC51 DET ONE WASHINGTON DC
                          COGARD TRACEN YORKTOWN VA//T//
                          COGARD TRACEN PETALUMA CA//T//
                          COMCOGARD MLE ACADEMY CHARLESTON SC//T//
                          COGARD AVTECHTRACEN ELIZABETH CITY NC//T//
                          COMDT COGARD WASHINGTON DC//CG-0922//
                          BT
                          UNCLAS //N01418//
                          SUBJ: POTENTIAL COMPROMISE OF (TEST NAME)
                          A. EDUCATION SERVICES OFFICER PROCEDURES SOP, VOL.I, SEC.2
                          B. TRAINING SYSTEM SOP, VOL.9, SEC.13
                          1. THE EXACT TESTING INSTRUMENT INVOLVED.
                          2. A BRIEF SUMMARY OF THE CIRCUMSTANCES KNOWN.
                          3. A PRELIMINARY EVALUATION AS TO THE PROBABILITY OF
                          COMPROMISE (LOW, MEDIUM, OR HIGH).
                          4. PROVIDE INFO RELATED TO DATE INVESTIGATION STARTED.
                          3. POC NAME PHONE NUMBER.
                          BT

_____

Initial Compromise Message (Cont.)

(NOTE: Info addressee for Training Source responsible is determined by test compromised.
YORKTOWN: BM, DC, MK, EM, GM, IS, MK, MST, DWINTO/DWINTR, SARFUND (and whatever specialty exams they have)
PETALUMA: ET, FS, HS, IT, SK,YN (and whatever specialty exams they have)
MLEA: ME AND IV
TRACEN E-CITY: AET, AMT, AST (and whatever specialty exams they have)
COMDT (CG-09-22): PA)

Lost EOCT/RAT

There are two categories for lost tests:
- EOCT/RAT lost in mail.
- EOCT/RAT lost at unit.

EOCT/RAT lost in mail

Non-receipt or EOCT/RAT lost in the mail is defined as an EOCT/RAT that cannot be verified as received after contact with the unit transmitting the EOCT/RAT. After allowing 21 mailing days of non-receipt of an EOCT/RAT via the postal system,
take the following steps:
- Call the CGI and confirm when the EOCT/RAT was sent from the unit or when the CGI sent an EOCT/RAT to the unit.
- If the EOCT/RAT was mailed via traceable means such as FedEx or certified:
  - The CGI - initiates mail tracer from local post office and unit contacts its local post office for confirmed delivery of certified number.
  - Unit - initiates mail tracer from local post office and the CGI will contact their local post office for confirmed delivery of certified number.
- Conduct administrative investigation to determine facts per the Administrative Investigation Manual, COMDTINST M5830.1.

Compromised and/or Lost   **Section 2**
EOCT/RAT (Continued)   **Enlisted Advancement**
                                                                   Courses and EOCT/RAT

EOCT/RAT lost in mail (Cont.)

- Send an email to the CGI (info your chain of command) providing the following information.
    - EOCT/RAT ID (short title), course code, edition and form number.
    - Provide date of mailing, whether the CGI sent EOCT/RAT to unit or EOCT/RAT was lost enroute to the CGI. Also, indicate the method the EOCT/RAT was mailed (first or third class) and where the EOCT/RAT was mailed from/to and by whom.
    - Depending on the circumstance, request replacement EOCT/RAT.
    - Provide point of contact.
    - Provide the unit EOCT/RAT log.
- Upon receipt of email, the CGI will provide a substitute EOCT/RAT as applicable.
    - Upon receipt of unit EOCT/RAT log, the CGI determines possibility of compromise. If compromise is not suspected, CGI credits the EOCT/RAT as lost.
    - If a discrepancy exists, corrective action may be recommended. The CGI will provide final disposition summary to the unit by letter or message within 15 days of receipt of the EOCT/RAT log. If the CGI determines the lost test is compromised, follow procedures for compromised test in this section.

EOCT/RAT Lost at Unit

Steps to be taken by the unit ESO:
- Review the EOCT/RAT log to ensure the EOCT/RAT was received.
- Check to ensure the EOCT/RAT was not transferred to a sub-unit for administration.
- Recheck all safes.
- Contact the CGI to ensure the EOCT/RAT was not returned.
- Conduct administrative investigation to determine facts per the Administrative Investigation Manual, COMDTINST M5830.1(series).
- Send official message notification to the CGI, and info your chain of command.
- Mail/fax copy of investigation and unit's EOCT/RAT log covering period of one month before loss to present date to the CGI for determination of a compromise. If the CGI determines the lost test is compromised, follow procedures for compromised test in this section.
- When the message is received by the CGI, a substitute EOCT/RAT will be forwarded as requested.

Compromised and/or Lost   **Section 2**
(Continued)   **Enlisted Advancement**
           Courses and EOCT/RAT

Lost EOCT/RAT Message Format

Include the following information when sending message to the CGI:
- Student's rank/rate, name and SSN.
- Test ID (short title, course code, edition, and form number).
- State whether the EOCT/RAT was lost before or after administration.
- If lost after administration, provide the proctor's rank, name, and procedures used in administering the test.
- Date the investigation and EOCT/RAT log was mailed/faxed to the CGI.
- Describe the methods used for the control of tests at the unit.
- Provide short overview of the situation making note of possible compromise.
- Request replacement of EOCT/RAT if required.
- Provide point of contact and phone number of unit.

EOCT/RAT Found

If the missing EOCT/RAT is discovered or received after being declared lost by the CGI, the ESO must notify the CGI CST Div via message traffic, email or phone <u>immediately</u>. Upon message notification, return the EOCT/RAT to the CGI to allow accurate database and inventory accountability. Under no circumstances may an EOCT/RAT previously declared lost be administered.

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SECTION 3: E-TESTING QUESTIONMARK PERCEPTION

Question Mark Perception

Overview

Questionmark Perception (QMP) is the web-based application the Coast Guard has selected for all eTesting, including End-of-Course Tests (EOCTs/RATs) and Enlisted Rating Advancement Tests (ERATs). It replaces the traditional paper-based EOCTs/RATs in use since the late 1960's. ESO's and their members will access electronic EOCTs and ERATs via the CGPortal and the Learning Management System (LMS).

ESOs will be able to do two things with their QMP account:

1) Enable members to enter the exam by entering their QMP username and password at the proper time.
2) Log in to the Enterprise server at http://etesting.uscg.mil/em5/Main.aspx to change their password.

Access to Questionmark Perception Access	Before beginning, ESO's must have TACCTS access. ESO's will submit a request through TACCTS requesting "E-Testing Account Access".
EOCT/RAT Retest Policy Reminder	Direct Access must be checked to verify the date of the last test taken, to ensure the 21 day retesting policy is followed.

Member Access to Exams

Coast Guard members will access electronic EOCTs/RATs through the CG Learning Management System (CG LMS) hosted within the CGPortal.

To access an exam:, the member will

1. _____
   Go to https://cgportal.uscg.mil

2. _____
   Click 'Training and Education'(blue horizontal bar)

3. _____
   Click 'Learning Management System' (menu on left side of screen)

4. _____
   Select the 'Enlisted Advancement' catalog

5. _____
   Select the appropriate catalog, such as 'Marine Science Technician (MST)'.

6. _____
   Select the desired course, enroll, and launch it.

7. _____
   After the course has launched, the ESO will be required to enter his/her username and password to allow the member to take the test.

8. _____
   Upon completion of the test, the test score will be recorded in the LMS. Furthermore, it will be recorded in TMT and Direct Access within 48 to 72 hours. Unit Training Officers need to ensure that the appropriate competencies are assigned in TMT; otherwise the RAT score will not transfer to TMT.

After the member has successfully logged in, and enrolled, he or she can click on – MY ACCOUNT-, where the exam should be available as pictured below.
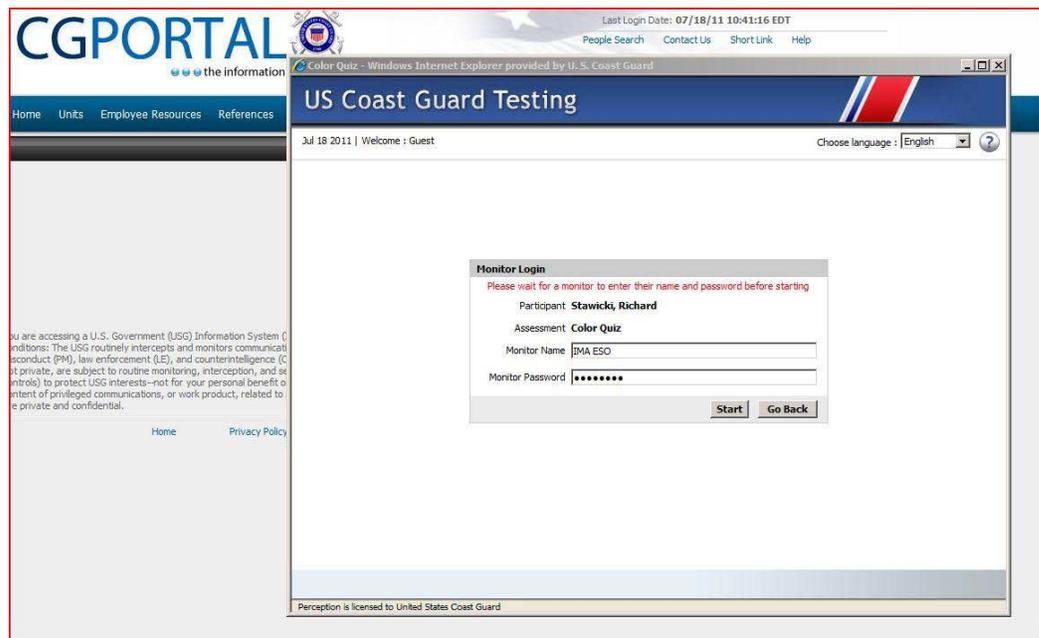

Continued on next page.

Member Access Restricted

Before the Coast Guard member is allowed to take the exam, the ESO must grant access by entering their E-Testing username and password.

After entering the ESO username and password, click on the "Start" button to gain access to the exam.

Member Instructions

The member will be presented with instructions. **The ESO shall go over the instructions with the members prior to allowing them to click on –SUBMIT- to begin the actual exam**.

If the exam is timed, the timer will not begin until –SUBMIT- is selected.

Once the exam begins, the ESO shall monitor the member with the same diligence used with paper exams.

Optional User Interface Tutorial

If the member clicks –NEXT- rather than –SUBMIT-, he or she will be presented with a brief tutorial outlining the function of the various buttons in the user interface. As with the member instructions, this tutorial does not count as part of the timed exam.

Screen prints of the tutorial are shown in Appendix 1

The tutorial is designed so that the member may select –SUBMIT- at any time to proceed to the first question. Each screen in the tutorial contains the following statement:

By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).

Taking the Exam

After clicking –SUBMIT- to begin the exam, the first question will appear in the window. The member answers the question by clicking on the correct choice. When satisfied, click on the –NEXT-button to proceed to the next question.

The –SUBMIT-" button, if visible, will be locked until all questions have been seen.
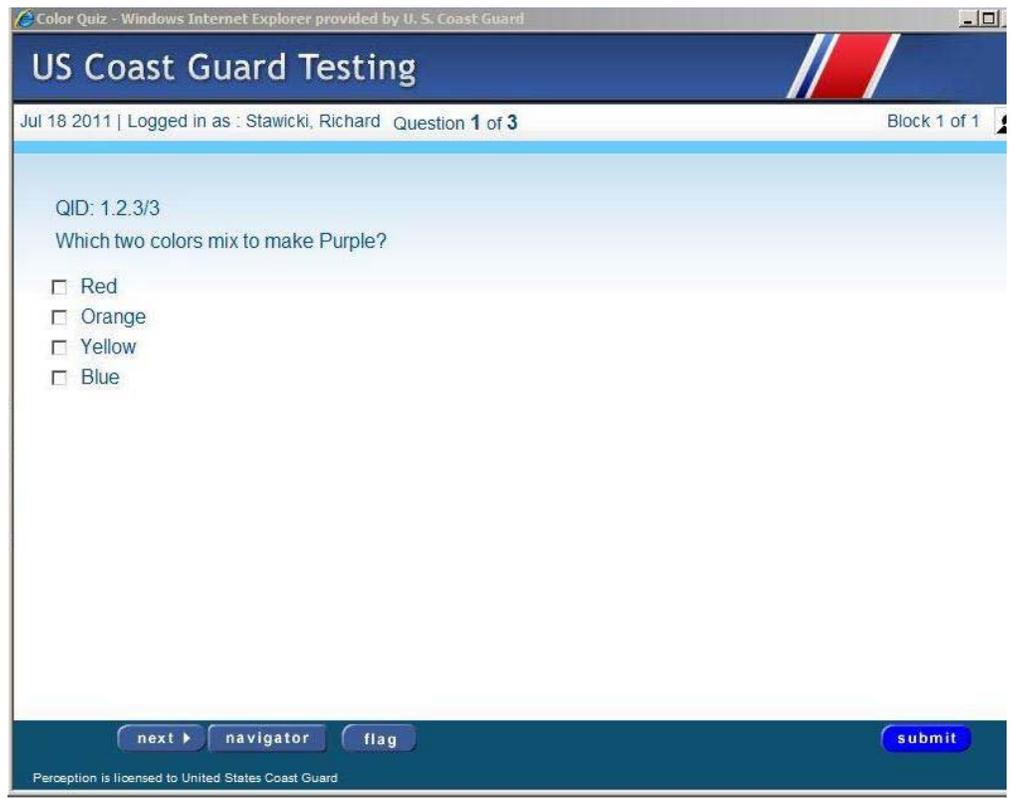
Should the member wish to go back to a previous question, he or she may do so by clicking the –BACK- button located to the left of the -NEXT- button, or by using the navigator. **Members should not click the back arrow located on the browser.**

The -FLAG- button marks the current question as one the member would like to return to at a later time.

The Assessment Navigator

The Navigator can be used for quick access to any question.

Clicking on the –NAVIGATOR- button located to the right of the –NEXT- button opens up the Assessment Navigator on the right-hand side of the screen.

The Navigator gives a visual indication of the status of questions (Question 1 is answered), questions which are flagged, provides access to the – CHALLENGE QUESTION- button, and can be used to rapidly move to selected questions with the click of a mouse.
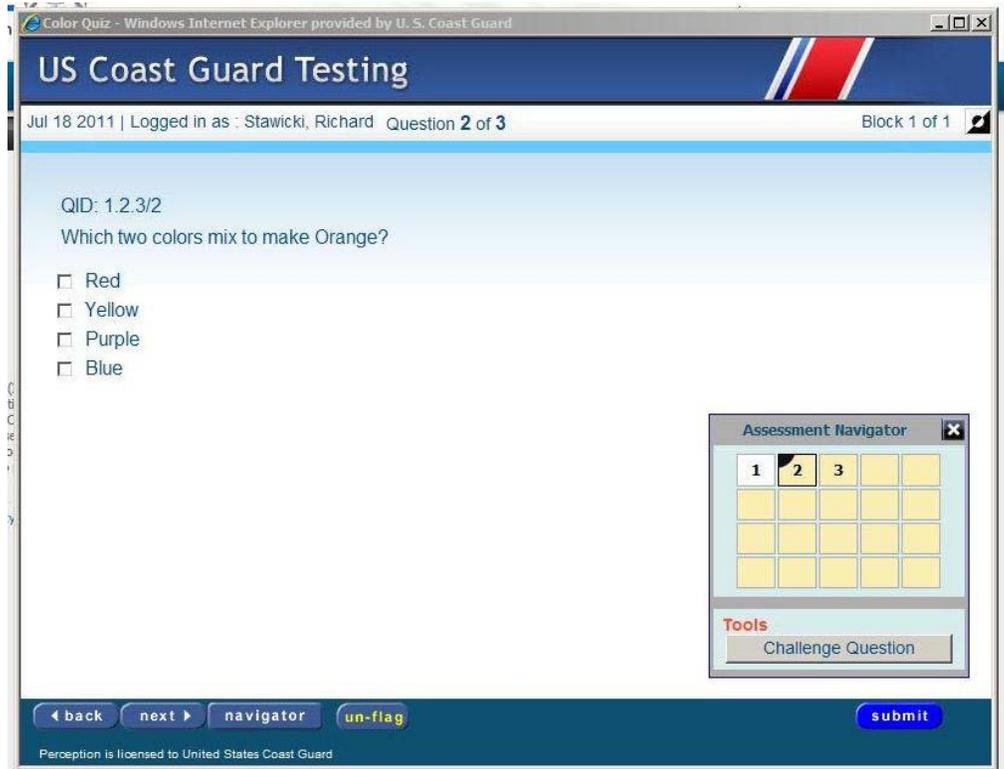
On this screen, you can tell that question 2 has been flagged by the ◣ icon in the upper left corner of the Assessment Navigator square numbered 2.

The –UNFLAG- button is used to remove the flag from this question.

CHALLENGE QUESTION	If, when clicking on –CHALLENGE QUESTION-, the member is shown the warning message below, the member should click –OK- to proceed.
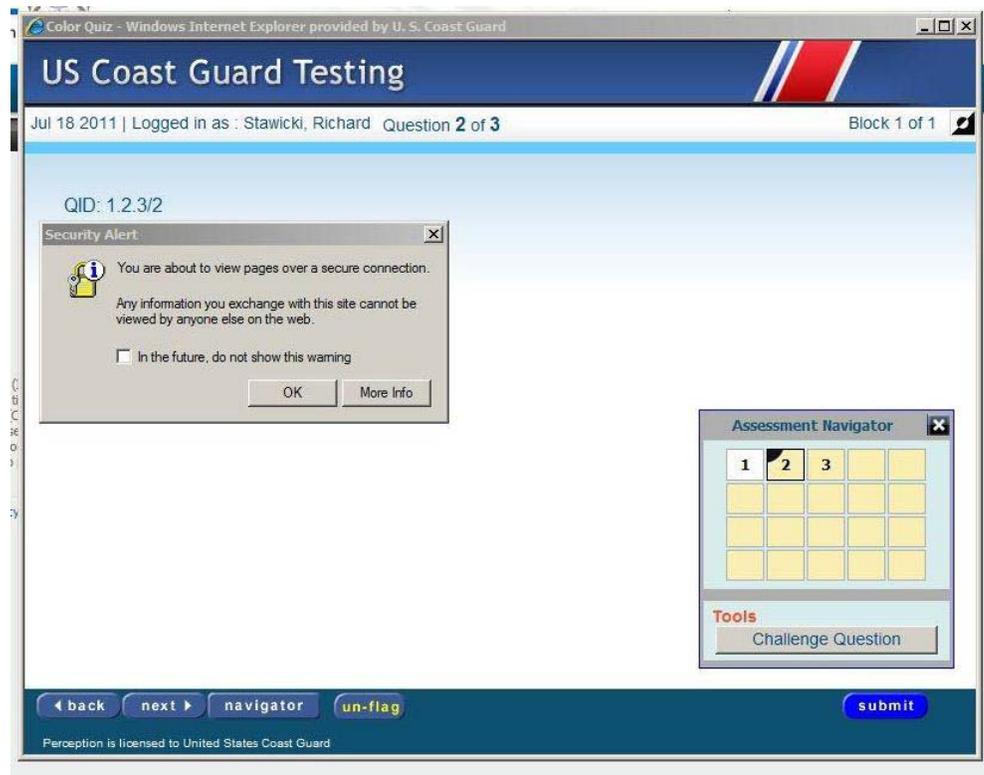
A new window will open requesting information about the question being challenged. This window is tied directly to TACCTS, and requires the ESO's Emplid.
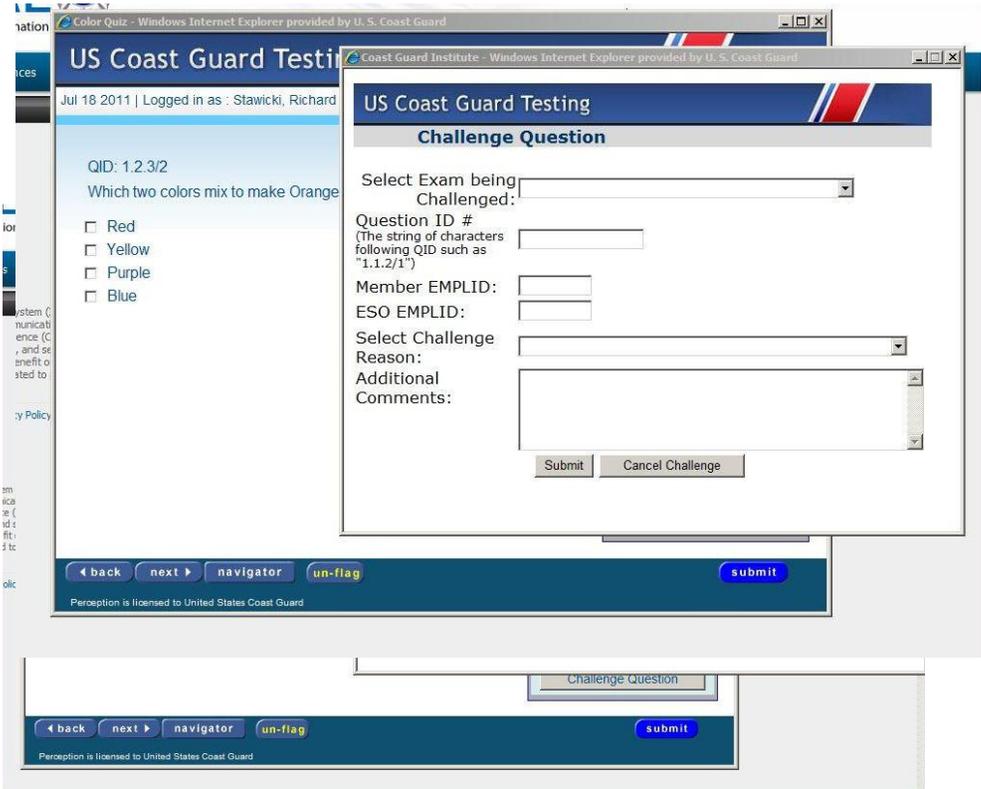
Once the Challenge is submitted, the SMS will be notified by TACCTS that there has been a challenged question. If the challenge is approved, the CGI will have the official score changed in Direct Access if appropriate, and the question will be retired and replaced with a new question in the question pool.

Quiz Completion and Exiting

The member will be advised of his or her score, broken down by topic areas.

After reviewing the results, the member will click "Print Feedback" and then "Close" button OR the "X" in that window to exit.

If the member closes out the LMS instead, they will not get credit for the exam.

When the Exam window closes, the test score will update in the member's LMS "My Account" profile.
.

The LMS will provide the score to TMP, which in turn will update Direct Assess. The official score should be posted in Direct Access within 48-72 hours.

_____

If	and	Then
Final Score did not Return to LMS	Exam Completed, score shown in QMP	Contact the CGI eTesting Manager to check for existence of score in QMP, and if available, the CGI will manually update Direct Access
	Exam NOT completed, no score shown in QMP	Resume/Retake/Exam
ESO Forgot Username		It's the same as your email "alias". This can be found in your global email profile under E-mail Addresses.
ESO Forgot Password		Contact OSC Customer Support Desk for new password
QMP or LMS error during exam	Exam Completed, score shown in QMP	Contact the CGI eTesting Manager to check for existence of score in QMP, and if available, the CGI will manually update Direct Access
	Exam NOT completed, no score shown in QMP	Contact OSC Customer Support Desk
QMP or LMS locks up		Contact OSC Customer Support Desk
What exams are available via eTesting?		CGI TACCTS webpage
I need a QMP ESO Account	I have an ESO TACCTS account	Submit a request through TACCTS requesting "E-Testing Access Account"
	I don't have an ESO TACCTS account	Contact the CGI CST department, provide ESO Letter of Designation

CGI eTesting Manager email: CGI-PF-eTesting-Manager
OSC Customer Support Desk: 304-264-2500 or 1-877-USCG-SYS12

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