

STANDARD OPERATING PROCEDURE (SOP)

FOR

COAST GUARD'S TRAINING SYSTEM

EDUCATION SERVICES OFFICER (ESO)

VOLUME I

GETTING STARTED



ForceReadinessCommand
CoastGuardInstitute
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U.S. Department of
Homeland Security

United States
Coast Guard



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COAST GUARD INSTITUTE INSTRUCTION 1000.1A

Subj: EDUCATION SERVICES OFFICER (ESO): VOLUME I, GETTING STARTED

1. PURPOSE. This promulgates the Standard Operating Procedure (SOP) for the ESO's collaboration with the Coast Guard Institute.
2. ACTION. Full Time and Collateral duty ESO's should ensure compliance with the provisions of this SOP. Internet release is authorized.
3. DIRECTIVES AFFECTED. Education Service Officer Volume I, Getting Started and Volume II, Training, dated 27 Nov 2013 are hereby cancelled.
4. DISCLAIMER. This document is intended to provide operational requirements for Coast Guard personnel and is not intended to nor does it impose legally-binding requirements on any party outside the Coast Guard.
5. IMPACT ASSESSMENT. None
6. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this Notice and have been determined to be not applicable.
7. DISTRIBUTION. No paper distribution will be made of this Manual. An electronic version will be located on the CG Institutes website: <http://www.uscg.mil/hq/cg1/cgi/default.asp>.
8. RECORDS MANAGEMENT CONSIDERATIONS. This Coast Guard Institute Instruction Manual M1000.1 has been thoroughly reviewed during the directive clearance process, and it has been determined there are no further records scheduling requirements, in accordance with Federal Records Act, 44 U.S.C. 3101 et seq., NARA requirements, and Information and Life Cycle Management Manual, COMDTINST M5212.12 (series). This policy does not have any significant or substantial change to existing records management requirements.
9. PRINTED COPIES. Printed copies of the ESO Volume I, Getting Started, are not available. Distribution is through the CG Institute's website at <http://www.uscg.mil/hq/cg1/cgi/default.asp>.
10. FORMS/REPORTS. None.

11.. REQUEST FOR CHANGES. The next change to the ESO Volume I manual is expected to be completed by April 2017. The CG Institute encourages user recommended revisions and corrections to the ESO Volume I. Comments or recommendations may be submitted by emailing CGI-DG-CST DIV@uscg.mil.



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Chapter 1: EDUCATION SERVICES OFFICER (ESO) BASICS

A. Designation and Relief of ESO.

1. Policy. In accordance with the Performance, Training and Education Manual (PTEM) COMDTINST M1500.10 (series), each Commanding Officer (CO) or Officer in Charge (OINC) is responsible for the designation of a collateral duty ESO if a full-time ESO is not assigned to the unit. The Coast Guard Institute (CG INSTITUTE) requires all designations be in writing by Coast Guard Memorandum. The ESO is the unit's primary administrator of all Qualification Courses and Rating Advancement Tests (RATs), and must be a Chief Petty Officer or above, or equivalent civilian grade of GS7 or above.
2. ESO Designation and Relief Memorandum.
 - a. At the time of designation as a full-time or collateral duty ESO, a copy of the designation memorandum shall be sent to the Course Support and Testing Division (CST) of the Coast Guard Institute, along with the relief memorandum, for the ESO that is being relieved. Both memos must be signed by the CO/OINC. **Please send all designation and relief memorandum together to the following email address: CGI-SMB-CST@uscg.mil. The ONCOMING ESO must also request a Questionmark Perception (QMP) account.** [Example: The relieved ESO is the new Collateral ESO; in this case you would need to send a designation memorandum for the new ESO, a relief memorandum for the relieved ESO, and a designation memorandum for the alternate ESO]. This action is necessary in order to properly manage ESO accounts. If an ESO does not submit an ESO designation memorandum, they will not receive a Questionmark Perception account or be recognized as an ESO by the CG Institute. If the relieving ESO is not available, send an ESO designation memorandum to the CST Division via email, and state the name of the relieved ESO. The CG Institute then removes the previous ESO from QMP.

Methods to send designation and relief memorandum:

- (1) CST email address – CGI-SMB-CST@uscg.mil (preferred method)
- (2) CST fax number – (405) 954-3684
- (3) Regular mail – Commanding Officer (CST)
U.S. Coast Guard Institute
5900 SW 64th Street
Oklahoma City, OK 73169
- b. Examples/templates of an ESO Designation and Relief memo are on the CG Institute's website:
http://www.uscg.mil/hq/cg1/cgi/eso/essentials/eso_designation_and_relief.asp#4

Once the designation memorandum is received by the CST Division, the ESO is added to the ESO email distribution list and a QMP account is created. The ESO receives an email from the CST Division containing their username and temporary password for QMP. A link to the QMP webpage is located on the CG Institutes website. The relieved ESO's QMP account is deactivated unless he or she is becoming the collateral ESO.

Chapter 2: E-TESTING QUESTIONMARK PERCEPTION ACCESS

A. Questionmark Perception Access.

1. Overview. Questionmark Perception (QMP) is the web-based application for all e-testing. ESOs and their members can access all Qualification Courses via the CGPortal and the Learning Management System (LMS).
 - a. ESOs can 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> to change their passwords.
 - b. ESOs can submit password reset requests via email to the CST Division at CGI-SMB-CST@uscg.mil.
2. Access Request. A step-by-step process guide for QMP is available at: http://www.uscg.mil/hq/cg1/cgi/eso/essentials/ESO_MBR_GUIDE_QUALIFICATION_COURSE_EXAMS%20v2%2017Jun16.pdf

B. Questionmark Perception Access Removal.

1. Overview. ESO access to QMP is removed upon relief by the CG Institute once a relief memorandum is received.
2. Member Access to Exams. Coast Guard members will access electronic Qualification Courses through the LMS hosted within the CGPortal. Check Direct Access to verify the date of the last test taken, to ensure the 21-day retesting policy is followed.
3. Steps to Access an Exam.
 - a. Go to <https://cgportal.uscg.mil>.
 - b. Select **Signature Certificate**.
 - c. Click **Training & Education** (blue horizontal bar).
 - d. Click **Learning Management System** (menu on left side of screen).
 - e. Click **Learning Management System** (located in the center of page).
 - f. Click **Agree**.
 - g. Select a **Certificate (Signature)**.

- h. Click **OK**.
 - i. Click **Course Catalog**.
 - j. Select **Catalog: Qualification Courses**.
 - k. Select the appropriate course, such as Introduction to Maritime Law Enforcement (MLE).
 - l. Select **Enroll**. A message appears stating that the enrollment is successful.
 - m. Click the hyperlink **My Account** to launch the course. The course is now listed under Learning Activities, Enrolled.
 - n. Click **Go**.
 - o. Navigate to Lesson under the Action tab. Click **Go**.
 - p. Enter your **Monitor Name** and **Password** on Monitor Login Screen.
 - q. Select **Start**. The course then launches.
 - r. Upon completion of the test, the test score is recorded in the LMS and is recorded in Direct Access within 48 to 72 hours.
4. Member and ESO Instructions.
- a. The member is presented with instructions on the screen. **Before the member clicks SUBMIT to begin the exam, the ESO goes over the instructions with the member.**
 - b. The system timer begins after clicking SUBMIT.
 - c. Once the exam begins, **the ESO monitors the member to ensure other sites on the computer are not accessed.**
 - d. If the ESO fails to monitor the test correctly, or a member is caught cheating, the ESO must immediately notify CG Institute, CST Division by email, detailing the events that transpired. CG Institute reviews the circumstances and emails that command a memorandum requesting a standard administration investigation be completed within 15 days of the event. Once the investigation is completed, the command in question emails a copy of the investigation to CG Institute for review. CG Institute and the applicable Course Writer make the determination if a test compromise took place.

5. Optional User Interface Tutorial.

- a. 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. This tutorial does not count as part of the timed exam.
- b. 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 Student Instructions for proceeding to the actual test.

Chapter 3: EXAM ELIGIBILITY AND WAIVER

A. Eligibility and Waiver Request.

1. Overview. If a member fails a Qualification Course, they are ineligible to test again until 21 days have passed in accordance with the Performance, Training and Education Manual COMDTINST M1500.10 (series). This may be waived by the CST Division Officer, Coast Guard Institute on a case by case basis. All ESOs should monitor their unit ESO Testing Log to ensure members are not re-testing within the 21-day time line.
2. Retests. The CG Academy and CG Training Centers may re-test Cadets, Officer Candidate School members, and “A” school students after 7 days in accordance with the Performance, Training and Education Manual COMDTINST M1500.10 (series).
3. Waiver Requests. Email waiver requests for specific Qualification Courses to the CG Institute CST at CGI-SMB-CST@uscg.mil stating the reason for the request and the last date the test was administered. Copy the respective ESO’s command on all requests. If appropriate, email approval is provided and is used as the authority for the ESO administering the exam.

Chapter 4: DEFENSE LANGUAGE PROFICIENCY TEST (DLPT) AND ARMED FORCES CLASSIFICATION TEST (AFCT) PROGRAMS

A. Overview.

1. DLPT Policy. The Coast Guard has approved seven languages of strategic importance to the organizations missions: Spanish, Haitian Creole, Russian, Vietnamese, Mandarin Chinese, Japanese, and Korean. Two types of Foreign Language speakers, differentiated by proficiency and frequency of use, are required: Linguist and Interpreters. While any CG member, Active Duty or Reserve may take the DLPT exam for career enhancement, only those members who are currently stationed in a Linguist or Interpreter billet or role are entitled to Foreign Language Proficiency Pay (FLPP). Rates of FLPP pay are tied to the DLPT score. DLPT/AFCT Administrators and Servicing Personnel Offices (SPOs) are the only authorized personnel to enter DLPT scores in Direct Access.

For more information concerning DLPT policies and procedures, please visit http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/dlpt.asp#1.

For information concerning FLPP policies and procedures, please visit <https://cg.portal.uscg.mil/units/ppc/RoboHelp/DAGP/Earnings/FLPP.aspx>.

2. AFCT Policy. The AFCT is the in-service equivalent to the Armed Services Vocational Aptitude Battery (ASVAB) test. Members must complete the AFCT if they seek to improve ASVAB test scores when qualifying for technical training or officer accession programs. Completion of the AFCT is the only authorized ASVAB retesting process. The AFCT shall only be administered electronically at a DLPT/AFCT site by an approved DLPT Administrator, normally a full-time ESO or previously-authorized collateral duty ESO. ESOs must request approval and register with the Coast Guard Institute DLPT/AFCT site security manager to provide examination services. DLPT/AFCT Administrators and SPOs are the only authorized personnel to enter AFCT scores in Direct Access.

For more information concerning AFCT policies and procedures, please visit http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/afct.asp.

B. DLPT/AFCT Administrator.

1. DLPT/AFCT Administrators are normally either a full-time ESO or an authorized collateral duty ESO. **Collateral duty ESOs should be in the position for a minimum of 2 years due to the complexity of this position.**
2. ESOs aboard Cutters are ineligible to become a DLPT/AFCT Administrator due to connectivity issues. ESOs desiring to be a DLPT/AFCT Administrator must email CGI-SMB-CST@uscg.mil and present a justifiable need before access is granted.