

QUALIFICATION COURSE E-TESTING USER GUIDE

FOR

EDUCATION SERVICES OFFICER (ESO)

AND

MEMBER



Force Readiness Command
Coast Guard Institute
June 2016

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Introduction

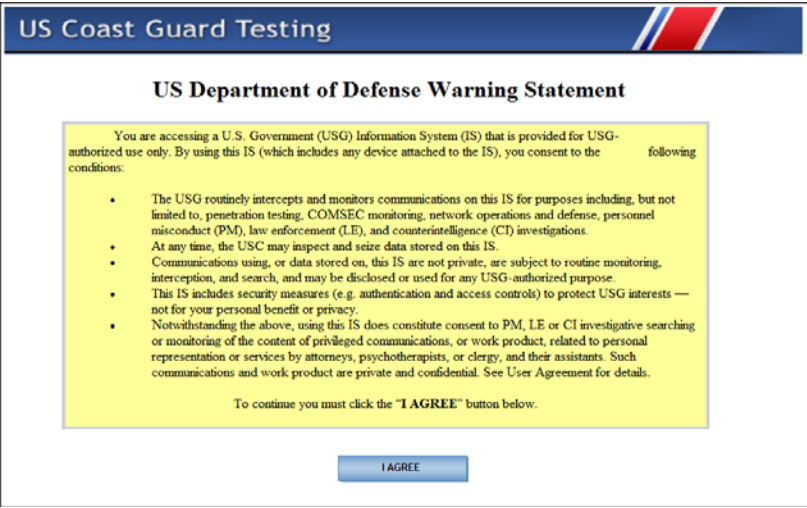

Each member of the organization shares the responsibility for ensuring that the workforce is fully capable to perform the jobs and tasks for each unique mission of the Coast Guard. Continuous improvement of job performance is accomplished through a balance of personal, professional, technical training, education, and workforce development essential to the accomplishment of all assigned missions.

Education Services Officers (ESOs) provide assistance in service members' achievement in their training and educational goals. The ESO administers all qualification courses in the Learning Management System (LMS). The LMS allows the user to register, complete, and track electronic training.

Education Services Officer (ESO)

ESOs need a Question Mark Perception (QMP) account to administer qualification exams in the LMS.

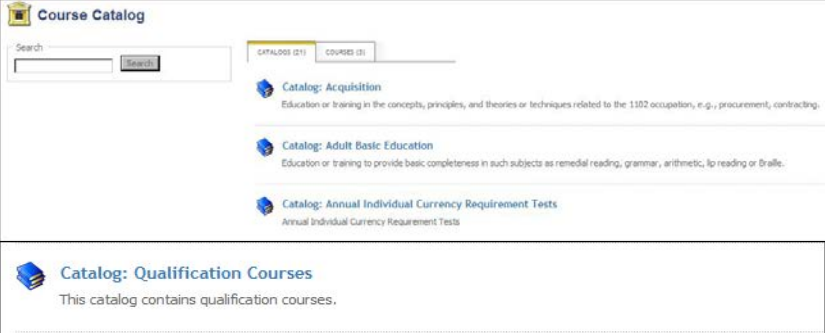
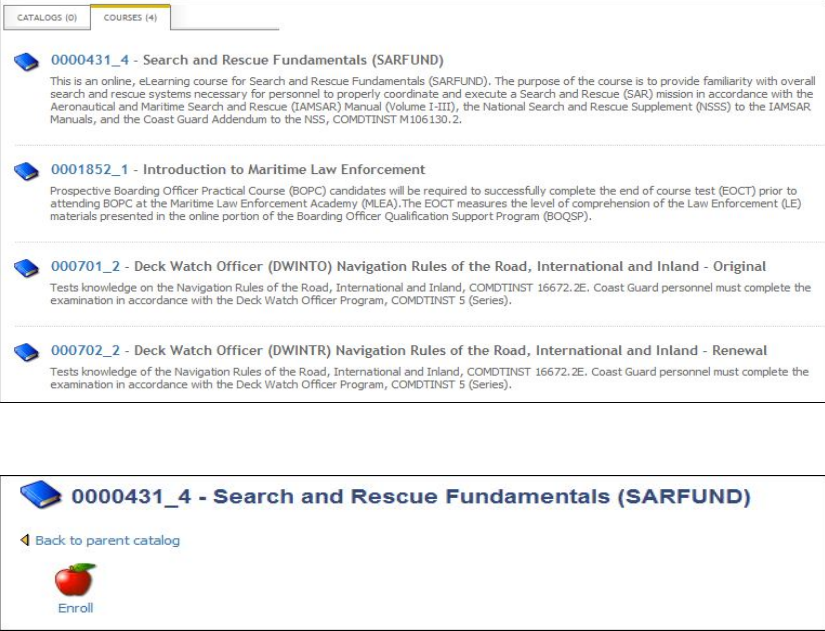
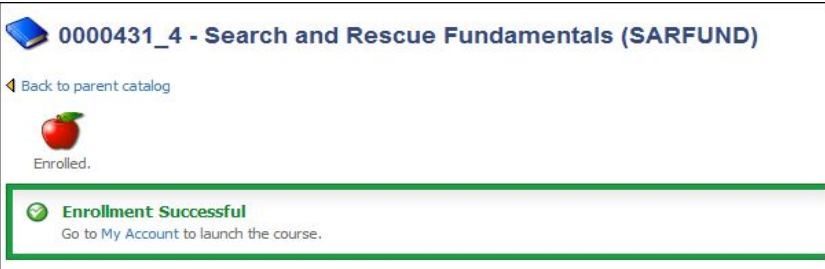
Procedure for the ESO

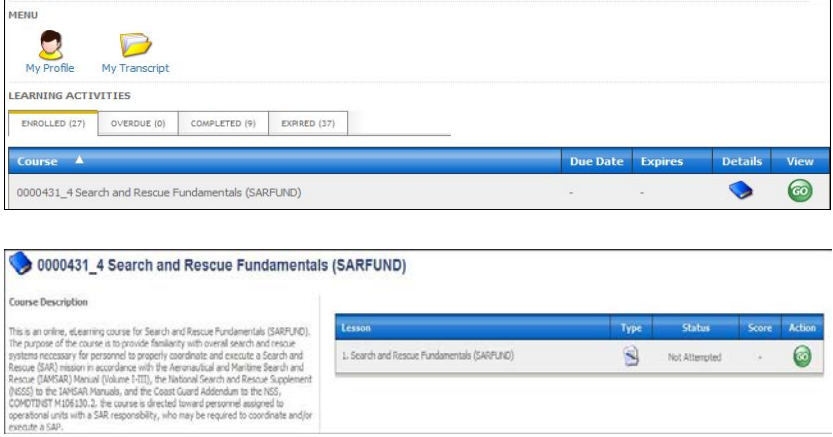
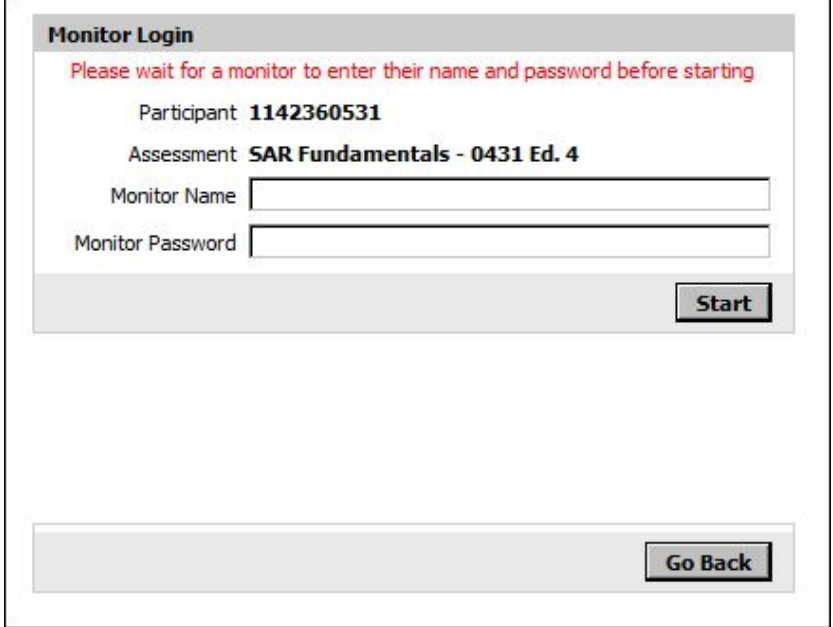
Step	Action
1	<p>Send an email request to CGI-DG-CST_DIV@uscg.mil requesting a QMP account. Include a copy of their ESO Designation Letter. CG Institute will provide QMP Account information via email to ESO. Once the ESO receives their initial password from CG Institute, a new password will be required.</p> <p>Use the following steps to change password.</p>
2	<p>Go to https://etesting.uscg.mil. Click AGREE.</p> 
2	<p>Select QMP2 Enterprise Manager Login.</p> 
3	<p>Login using username/password provided from CG Institute.</p>
4	<p>Change your Password and log out. This is the only option.</p>

Member

All Coast Guard active duty and reserve members take all qualification courses in the Coast Guard LMS.

Procedure for the Member

Step	Action
1	<p>Go to the CG Portal at https://cg.portal.uscg.mil/Pages/main.aspx. → Training & Education Tab → Learning Management (LMS) Tab → Learning Management System (LMS) → Agree → OK</p>
2	<p>Select the “Qualification Courses” catalog.</p>  <p>The screenshot shows a 'Course Catalog' interface with a search bar and a list of categories. The 'Qualification Courses' category is highlighted, with a sub-description: 'This catalog contains qualification courses.'</p>
3	<p>Select the desired course, such as 0000431_4 – Search and Rescue Fundamentals (SARFUND).</p>  <p>The screenshot shows a list of courses. The course '0000431_4 - Search and Rescue Fundamentals (SARFUND)' is selected and highlighted. Below the list, there is a detailed description of the course and an 'Enroll' button.</p>
4	<p>Enroll in the course.</p>  <p>The screenshot shows the enrollment confirmation page. It displays the course title, a 'Back to parent catalog' link, and a green banner that reads 'Enrollment Successful' with the instruction 'Go to My Account to launch the course.'</p>

<p>5</p>	<p>Launch the course.</p> 
<p>6</p>	<p>ESO will login as monitor. After you launch the course, the ESO will be required to enter their username/password before you can proceed with the exam.</p> 
<p>7</p>	<p>The ESO will proctor the exam and will go over all instructions with the member prior to allowing them to click submit to begin the actual exam. The ESO will proctor the exam from a position that allows them to visibly see the member’s computer screen at all times.</p>
<p>8</p>	<p>Print Results. Upon completion of the exam, an Assessment Feedback page will appear on your screen. This page will show a breakdown of how you did on the various sections of the test, as well as an Assessment Result score. Click Print Feedback in the bottom right corner of the page. Keep this</p>

	<p>page for your records.</p> <p>Your official test score will appear in Direct Access within 48-72 hours.</p>
9	<p>View Examination Results.</p> <p>Login to Direct Access: https://portal.direct-access.us/psp/EPPRD/?cmd=login&errorPg=ckreq&languageCd=ENG. → Sign in to People Soft → Enter USER ID & Password → Click “My Profile” under the “Employee” paglet → Click on the “Qualifications” tab → Scroll down to the “Tests/Examinations” section</p>