

## SECTION 2: BASIC INFORMATION FOR LIBRARY STOCKING UNITS AND NON-LIBRARY UNITS

### Courses and EOCT

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**Policy**

EOCTs are either self-paced or timed and are **ALWAYS** proctored. A member is allowed 36 months to complete a course. After 36 months, members will automatically be disenrolled for inactivity. Any applicable EOCTs taken after the 36-month period are ineligible for scoring.

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**Courses and EOCT Availability**

All correspondence courses and EOCTs offered by the CGI are listed on the EOCT Course Information Page posted on the CGI's website at <http://www.uscg.mil/hq/cgi/cgi/downloads/EOCT.pdf> or in CG Central within the Learning Tab under CGI. All courses and EOCT are also listed in the ESO Procedures Guide Vol. II.

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**Reserve Retirement Points**

Selected Reservists (SELRES) completing an unclassified correspondence course will receive a completion letter 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 letter but "00" reserve retirement points, because studying and test administration take place during active drills. Commandant

(CG-131) 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 and their assigned reserve retirement points are listed on the CGI's website at

[http://www.uscg.mil/hq/cgi/cgi/downloads/reserve\\_points.pdf](http://www.uscg.mil/hq/cgi/cgi/downloads/reserve_points.pdf)

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**Courses and EOCT  
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**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.

PSC procedures for Reserve Retirement points for courses completed via one of our sister Services can be found at this PSC webpage <http://www.uscg.mil/hq/cg1/psc/ses/rrpa.asp>.

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**DWO /  
DWINTR  
Exams**

The Navigation Rules (NAVRUL) course material is used to study for the Deck Watch Officer (DWO) and Deck Watch Officer Renewal (DWINTR). The DWO exam is initially administered as a closed book exam. Upon successful completion, the member is certified for a period of 5 years. Prior to the five years expiration a member can take the DWINTR exam open book to retain certification. They may continue to take the DWINTR open book until they pass or the 5 years expires. If they do not pass the DWINTR exam before 5 years expires, they must take the DWO closed book exam to recertify, per Coast Guard Deck Watch Officer Examination Program COMDTINST 16672.5A.

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## Administering Online Test for Special Conditions

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### Procedure Instructions

ESO's who administer online exams to personnel attached to cutters or personnel that have computer accounts on a different server, contact your ESU/ESD for the creation of a student account(s). This generic account will allow the logon of a member with out having to wait a long time for their profile to load. It will also prevent the examinee from copying and pasting test data to a file and prevent unauthorized access to files under their personal account that may constitute cheating.

Some units are not able to create these generic accounts because their ESU considers it a potential security issue. Some units without the ability to create generic accounts have negotiated a compromise with their servicing ESU's to download the DLPT software on the member's server on an "as needed" basis.

Until CG-6 announces an enterprise-wide solution to this IT issue, engage with your ESU and try to explain the issue. Let them know that the inability to create student accounts is having an impact on your OPTEMPO & the CG's ability to have a robust pool of qualified interpreters for conducting the CG's missions.

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## Determining Member Eligibility

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### Unclassified

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

**Note:** Coast Guard civilian employees are eligible for all unclassified courses. A written request via their ESO or equivalent command eligibility representative with justification is required. All requests will be evaluated for approval on an individual basis.

**Note 2:** Only Investigators (IV) and CGIS Agents can order IV course material.

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### Classified

Only Active duty and Reserve Coast Guard personnel may enroll in classified courses on a need-to-know basis, in same-rate requested course and when properly cleared. In all other cases, a waiver must be requested via Coast Guard memo to CGI (NRT), stating reason for request.

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## Course Completion Letters

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### Overview

The course completion letter informs the member of a successful completion of a non-resident training course. The course completion letters are sent to Active Duty, Reserve and Civilian employees of the Coast Guard, via their ESO. The member's ESO receives the original course completion letter via U.S. mail from the CGI Commanding Officer after it is endorsed. The Reserve member's retirement points are indicated on the course completion letter. The ESO must forward the course completion letter to the member and a copy to the member's command. For Auxiliarist, the course completion letter is sent directly to the member.

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## Compromised and/or Lost

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### Compromised

A compromise is the disclosure of EOCT information to a person(s) who/whom is not 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 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 information or of an infraction of security regulations shall immediately advise their command security officer. Once an incident is disclosed, commands shall 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 Command will initiate an administrative investigation in accordance with Administrative Investigation Manual, COMDTINST M5830.1., for the possible compromise.
    - If not, the CGI will advise what action to take.
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### Suspend Testing

COMDT (CG-132) has delineated the authority for the Commanding Officer of the Coast Guard Institute to declare/suspend EOCT, while an investigation for determination of a possible compromise is being conducted.

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### Classified Material

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

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## Compromised and/or Lost (Continued)

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### Lost EOCT

There are two categories for lost tests:

- EOCT lost in mail.
- EOCT lost at OPFAC

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### EOCT lost in mail

Non-receipt or EOCT lost in the mail is defined as an EOCT that cannot be verified as received after contact with the unit transmitting the EOCT. After allowing 21 mailing days of non-receipt of an EOCT via the postal system, take the following steps:

- Call the CGI and confirm when an EOCT was sent from the unit or when the CGI sent an EOCT to the unit.
- If EOCT was mailed via some traceable means such as Fedex or certified:
  - 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 CGI contacts its local post office for confirmed delivery of certified number.
- Conduct administrative investigation to determine facts per the Administrative Investigation Manual, COMDTINST M5830.1.
- Send an email to the CGI (info your chain of command) providing the following information.
  - EOCT ID (short title) course code, edition form number
  - Provide date of mailing, whether CGI sent EOCT to unit or EOCT was lost enroute to CGI. Also, indicate the method the EOCT was mailed (first or third class) and where the EOCT was mailed from/to and by whom.
  - Depending on circumstance, request replacement EOCT.
  - Provide point of contact.
  - Provide the unit EOCT log.

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## Compromised and/or Lost (Continued)

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### EOCT lost in mail (Cont.)

- Upon receipt of email, the CGI will provide a substitute EOCT as applicable.
    - Upon receipt of unit EOCT log, CGI determines possibility of compromise. If compromise is not suspected, the CGI credits the EOCT as lost.
    - If a discrepancy exists, corrective action may be recommended. The CGI will provide final disposition summary to unit by letter or message within 15 days of receipt of EOCT log. If the CGI determines the lost test is compromised, follow procedures for compromised test in this section.
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### EOCT Lost at OPFAC

Steps to be taken by the unit ESO:

- Review EOCT log to ensure the EOCT was received.
  - Check to ensure the EOCT was not transferred to a sub-unit for administration.
  - Recheck all safes.
  - Contact the CGI to ensure the EOCT was not returned.
  - Conduct administrative investigation to determine facts per the Administrative Investigation Manual, COMDTINST M5830.1.
  - Send official message notification to CGI, and info your chain of command.
  - Mail/fax copy of investigation and unit's EOCT 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 CGI, a substitute EOCT will be forwarded as requested.
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## Compromised and/or Lost (Continued)

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### Lost EOCT 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 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 log was mailed/faxed to CGI.
  - Describe methods used for the control of the test at the unit.
  - Provide short overview of situation making note of possibility of compromise.
  - Request replacement of EOCT in required.
  - Provide point of contact and phone number of unit.
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### EOCT Found

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

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## Member Transfers/ Separations/TAD

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### Transfers to another unit or to IRR, SELRES or Active Duty/Separations

Unclassified EOCTs should **NOT** be hand carried or mailed to the new unit. There are two options available to a member transferring to another unit or transferring to the IRR (Inactive Ready Reserve), SELRES (Select Reserves) or Active Duty.

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

The member can also elect to discontinue taking a course. If the member does not desire to continue taking the course:

- Library Stocking 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 disenroll the member from the course and return test to the CGI, see *Section 4, Non Library Stocking Unit Course/EOCT Disenrollment, Requesting Disenrollment and Returning EOCT to the CGI*.

If the member is transferring or separating from a Library Stocking Unit, advise the member to contact the ESO at their new unit upon arrival. If the member is transferring or separating from a Non-Library Unit, the ESO must disenroll the member from the course and return the test to the CGI, see *Section 4, Non Library Unit Course/EOCT Disenrollment, Requesting Disenrollment and Returning EOCT to the CGI*. Advise the member to contact the ESO at their new unit upon arrival.

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### Classified Course Material

The OS1 classified course pamphlet will not be returned upon the members transfer. It will be retained by the CMCO for use by the incoming OS member. If there is no relief, the material will be destroyed.

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

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### EOCT Audit

A unit-level EOCT accountability audit is required upon relief of duties as ESO. The ESO being relieved must:

- Fax their ESO Relief letter to the CGI NRT Dept. (405) 954-3684. (Example of an ESO Relief letter on the following page. Figure 3-1)
- Create a ticket in TACCTS stating they are being relieved of duties and the date of relief.

The member assuming the ESO's duties must:

- Fax an ESO Designation Letter to the CGI NRT Department.
  - Once the TACCTS account is created they will need to log into TACCTS and verify their unit's inventory. [*for TACCTS log in procedures see Section 1 of this manual*]
  - Report any discrepancies through TACCTS.
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Commanding Officer (unit address)  
Staff Symbol:  
Phone:  
FAX:  
Email:

1500  
16 September 2008

## MEMORANDUM

From: CO/OinC  
Unit Name

Reply to  
Attn of:

To: Prospective ESOs name, rank, Emplid  
Thru: Prospective ESOs unit name if applicable or omit Thru line

Subj: EDUCATION SERVICES OFFICER RELIEF/AUDIT

Ref: (a) Education Services Officer Procedures VOL. I, CGINST P1550.1

1. IAW reference (a) and effective the date of this memorandum, I have been relieved by (new ESO name, rank and Emplid) of the duties and responsibilities of (primary or alternate) ESO for (name of unit).

2. An audit of all End Of Course Tests has been completed. All tests have been accounted for. All relevant documents, logs, files have been turned over and are in a secure safe.

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Copy: Unit Files  
CG Institute (NRT)

### Figure 2-1. Example of ESO Relief Letter

### **EOCT Audit**

A unit-level EOCT accountability audit is required upon decommission of a unit. The ESO must:

- Fax their ESO Relief letter to the CGI NRT Dept. (405) 954-3684. (Example of an ESO Relief letter on the previous page. Figure 3-1)
  - Create a ticket in TACCTS stating they are being relieved of duty and that the unit is being decommissioned and the date of decommission.
  - Perform an EOCT inventory in TACCTS.
  - Mail the library of EOCT back to the CGI NRT Dept.
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### **Subject Matter Specialist**

Inquiries about the subject matter of courses and EOCT should be addressed to the Subject Matter Specialists (SMS). All courses and current SMSs, along with their email and phone numbers are listed in the ESO Procedures Guide Vol. II.

An EOCT challenge should be submitted by the ESO immediately after the test has been completed. The challenge should be submitted to the SMS via **TACCTS**. To submit a challenge to the SMS through TACCTS see NRT ESO SOP, located under the help link in TACCTS. In the SOP see sections named “Question Credit Listing” and “Submit an EOCT Question Challenge” for instructions.



Help link icon

Please, review the “Question Credit Listing” on the NRT TACCTS page before submitting the challenge, because the question may have already been approved by the SMS. Do not submit a challenge if it has already been approved by the SMS.

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### Overview

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

- Click on link <https://hr.direct-access.us/servlets/iclientservlet/USCGP1HR?cmd=login>
- Log into “**DA**”
- Click on “**Self Service**”
- Click on “**Employee**”
- Click on “**View**”
- Click on “**Test Results**”

You will notice the “Test Results” section only posts successful passing grades by checking the passing score block

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

- Click on link <https://cg.direct-access.us/servlets/iclientservlet/USCGP1HR?cmd=login>
  - Log into “**DA**”
  - Click on “**Develop Workforce**”
  - 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**”
-