

## SECTION 1: GETTING STARTED

### Designating an Education Service Officer (ESO)

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**Policy** In accordance with Coast Guard Organization Manual and the Training and Education Manual, each command will designate their unit's Education Services Officer (ESO) /alternate ESO in writing (ESO Designation Letter). The ESO is the unit's primary administrator of the Coast Guard's Non-Resident Training Program and must be a Chief Petty Officer or above, or equivalent civilian grade of GS7 or above. Auxiliary members may assist ESOs in their duties as proctors once designated by command.

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**ESO Designation Letter** At the time of designation as a primary or alternate ESO for your unit, a copy of the designation memo needs to be sent to the Non-Resident Training (NRT) department of the Coast Guard Institute (CGI). This action is necessary in order to properly manage the Training And Correspondence Course Testing System (TACCTS) accounts. If an ESO transfers Permanent Change of Station (PCS) or separates, the CGI will not know that a new member has assumed these responsibilities unless such notification is received. If an ESO does not submit an ESO designation letter, they will not receive a TACCTS account or be recognized as an ESO by the CGI. The ESO Designation letter can be sent to the NRT department via:

- NRT fax number - 405-954-3684
- NRT email address - CGI-PF-NRT\_ESO\_Emails@uscg.mil.
- Regular mail - Commanding Officer (NRT)  
U.S. Coast Guard Institute  
5900 SW 64th St., room 235  
Oklahoma City, OK. 73169-6999

An example of an ESO Designation letter is shown in Figure 1-1 of this manual, which can also be used as a template if desired.

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## Designating an ESO (Continued)

## Section 1 Getting Started

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**ESO Designation Letter (Cont.)** Once the Designation letter is received by the NRT Department, a TACCTS account will be created for the ESO. The ESO will receive an email from TACCTS with the “user name” and “temporary password” for TACCTS. The email will also contain a link to the TACCTS web page.

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**TACCTS** TACCTS is the web-based tool used for the ESOs to interact with the NRT and Resource Support Section (RSS) departments in solving issues. It is also the method to conduct EOCT (End-of-Course-Test) inventory and solving inventory issues (Library Stocking Units only).

Library and Non-Library units will use TACCTS to access the 2100 online ordering form to order course material and EOCT. Library Units will use TACCTS to get to the 2800 online form to administer EOCT and manage EOCT library inventory. *[SOP for TACCTS is located under the help link on the NRT TACCTS home page]*

- Once the email containing your “username” and “password” is received.
- Click on the link located in the email.
- The TACCTS login page will display.
- Type in TACCTS “**username**”.
- Type in the TACCTS “**temporary password**”.
- Click on “**Login**”.
- You will be prompted to change your password.
- Type in your new “**password**”.
- Type it in again in the “**verify password**” block.
- Click on “**submit**”.
- TACCTS home page will open.
- Click on the “**Non Resident Training**” option.
- Click on the help link in the upper right corner of the screen. 
- Double click on the “**ESO SOP Guide**”, for procedures on how to navigate though the 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 (optional)  
Attn of:  
To: Prospective ESOs name, rank and Emplid  
Thru: Prospective ESOs unit name if applicable or omit Thru line  
Subj: DESIGNATION AS EDUCATION SERVICES OFFICER (ESO)  
Ref: (a) CG Institute ESO Procedures Guides, Vols I-IV

1. You are hereby designated as the (enter unit's name) (enter primary or alternate) Education Services Officer (ESO). You will familiarize yourself with your responsibilities as outlined in reference (a).
2. You are authorized to complete the ESO certification section, block 11, of the Application for Coast Guard Tuition Assistance, CG Form 4147. You are also authorized to complete the Application for Tuition Assistance Waiver, CG Form 4147-1, except for block 10e. The command endorsement signature block must be completed by the CO/OIC or appropriate delegated authority, other than the ESO.
3. You are hereby designated as authorized to sign the command endorsement block of the Coast Guard Foundation Education Grant Program (CGFEGP) application, CGI Form 1560/10a. (This paragraph is optional; only use this paragraph if the CO/OinC wishes to delegate this authority to the ESO. This authority is not automatically assumed as an ESO).
4. As ESO, you will responsible for using the TACCTS to send inquiries and requests to the CG Institute on behalf of the command. This customer service tool is to be used for tuition assistance, non-resident training (tests) and resource support section (courses) issues.

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### FIRST ENDORSEMENT

From: ESO's name  
Unit name

To: CO/OinC name  
Unit name

1. I hereby acknowledge the above designation.

Copy: Admin  
CG Institute (NRT)

### Figure 1-1. Example of ESO Designation Letter

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**Policy** Each command may designate additional proctors (other than the ESO) 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.

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**Examples by Preference**

- Designated ESO assigned at POPFAC
- Commissioned/Chief Warrant Officers
- Chief Petty Officer or Civilian in grade of GS7 or above
- Officer-in-charge/supervisor if E7 or above and Auxiliary personnel designated by POPFAC for specific unit
- An ESO required to take an EOCT must be proctored by a senior member.
- An ESO taking an EOCT must always have a proctor present.
- An ESO must not hold or have access to any exams they are required to take.

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