STANDARD OPERATING PROCEDURES (SOP)

FOR

COAST GUARD’S TRAINING SYSTEM

EDUCATION SERVICES OFFICER (ESO)

VOLUME II

TRAINING

Force Readiness Command
Coast Guard Institute
November 2013
CG INSTITUTE NOTICE 1000.2
27 NOVEMBER 2013

Subj: CH-3 TO EDUCATION SERVICE OFFICER VOLUME II, TRAINING

1. Purpose. This promulgates the Standard Operating Procedures (SOP) for the ESO’s collaboration with the Coast Guard Institute (CG Institute).

2. Action. Full Time and Collateral duty ESOs should ensure compliance with the provisions of this SOP. Internet release is authorized.

3. Directives Affected. None

4. Major Changes. Formatting throughout SOP. The following sections/chapters have been changed:
   a. Throughout SOP: Changed Subject Matter Specialist (SMS) to Rating Knowledge Manager (RKM).
   c. Chapter 2: Page 2-10 removed options on test administration and member access to TACCTS online answer sheet.
   d. Chapter 2: Page 2-16 added note in open book section for RAT CD.
   e. Chapter 2: Page 2-27 added RAT CD under safeguarding requirements.
   f. Chapter 3: Updated instructions for access/password changes in the Enterprise server.

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

6. Forms. Not applicable.

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

8. Comments and Recommendations. The next change to the ESO Volume II manual is expected to be completed by November 2014. CG Institute encourages user recommended revisions and
corrections to the ESO Volume I. Comments or recommendations may be submitted by emailing CG1-DG-CST_DIV@uscg.mil.

LISA L. GARCEZ
Lieutenant Commander, USCG
Coast Guard Institute
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ENCLOSURE (1) e-Testing Check Sheet
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Chapter 1: EOCT/RAT INVENTORY

A. **Initial Inventory Audit.** Once a Training and Academia Customer Care Tracking System (TACCTS) account is created, the ESO should perform a comparison of the physical End of Course Testing (EOCT/RAT) inventory with the EOCT/RAT 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 CG Institute of discrepancies via a TACCTS issue, they may complete the inventory verification. It is not required that the ESO wait for CG Institute to resolve the discrepancies before submitting verification.

B. **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 them 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 to verify a monthly inventory in TACCTS, see SOP for TACCTS under the help link on the CST TACCTS main page] Hard copy physical inventories must be maintained in ESO files for 3 years.

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

A. **Determining Member Eligibility.** Once a Training and Academia Customer Care Tracking System (TACCTS) account is created, the ESO should perform a comparison of the physical End of Course Testing (EOCT/RAT) inventory with the EOCT/RAT 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 CG Institute of discrepancies via a TACCTS issue, they may complete the inventory verification. It is not required that the ESO wait for CG Institute to resolve the discrepancies before submitting verification.

1. **Unclassified.**
   a. 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.
   
   b. 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.]

2. **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.

3. **Completed PQG/RPQ.** Prior to administering an Advancement Qualification Examination (AQE) or EOCT/RAT, 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.

B. **Ordering Course Material EOCT/RAT.**

1. **Courses and EOCT/RAT Availability.** All correspondence courses and EOCT/RAT offered by the CG Institute are listed on the EOCT/RAT Course Information Page posted on the CG Institute website at [http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/EOCT.pdf](http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/EOCT.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.

2. **Order Course Material.** Course material must be ordered via TACCTS, using the “Order Course 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 the course selected. 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. ESOs and members should always ensure their business e-mail addresses are updated in Direct Access. *(Note: There is no course material to order for RAT’s. Study materials for these exams are the RPQ’s.)* Explanation of each option:

a. **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.

b. **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.

c. **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.

d. **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.

e. **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.)*

3. **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.

4. **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.

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

   b. 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 EOCT/RAT must be ordered individually via TACCTS using the “Order Course Material” link. On the order form, select the “Test Only” option.

5. **Ordering Classified Material.**
a. 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].

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

C. Obsolete Courses EOCT/RAT. The CG Institute will send notification of an obsolete course EOCT/RAT, via TACCTS broadcast message. The EOCT/RAT Course Information page located on the CG Institute’s website will also be updated for courses and EOCT/RAT changes. The ESO should continue to administer earlier editions of EOCT/RAT, 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 the CG Institute’s website: http://www.uscg.mil/hq/cg1/cgi/eso/courses_and_tests/oeot_and_epme/EOCT.pdf and should be verified no less than twice a month. New tests come online and tests become obsolete frequently.

1. Library Unit.

a. Obsolete EOCT/RAT 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 CG Institute CST Division 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.

b. Once the new EOCT/RAT is available, it must be requested by the ESO via TACCTS using the “Add Issue” option. New series of EOCT/RAT are NOT automatically sent to units. As a reminder, EOCT/RAT are not automatically sent and all requests for EOCT/RAT 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. (See TACCTS SOP under the help link for more detailed instructions.)

[NOTE: ESOs can order more than one test and note destruction of EOCT/RAT on a single TACCTS issue.]

c. Once the new course material is available, the ESO will order the new course material by selecting the “Course Material Only” option. Course material will be sent to the address entered on the form.
D. **Destruction Log.**

1. **Library Units and Non Library Units.**

   a. EOCT/RAT 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 EOCT/RAT locally by using a cross-cut shredder and report the destruction of the test to the CG Institute 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 EOCT/RAT that have been destroyed by the ESO locally. The EOCT/RAT Destruction Log is mandatory and provides strict internal accountability of all EOCT/RAT that have been destroyed. In the event of an EOCT/RAT loss, the Destruction Log could be used as part of the investigation.

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

   c. All logs will be maintained for 3 years.

2. **Non-Library Unit Disenrollments.** If a member no longer desires to be enrolled in a course the ESO must request the member be disenrolled from the course by:

   a. Destroying the test locally by using a cross-cutter shredder.

   b. Submit a TACCTS issue to request the disenrollment and report the destruction.

   c. Document the test destruction in the unit destruction log.
Table 2-1: Destruction Log

<table>
<thead>
<tr>
<th>EOCT/RAT Short Title</th>
<th>Course Code</th>
<th>Edition</th>
<th>Test Number</th>
<th>Quantity</th>
<th>Destruction Date</th>
<th>Authority/Reason</th>
<th>Signature</th>
<th>Witness if applicable</th>
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E. Training Videos.

1. The CG Institute maintains an inventory of 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 CG Institute 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.]

2. The training DVDs offered by the CG Institute are listed on the EOCT/RAT Course Information Page posted on the CG Institute’s website at http://www.uscg.mil/hq/cgi/cgi/eso/courses_and_tests/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.

F. Administering an EOCT/RAT.

EOCT/RAT 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.

1. 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 EOCT/RAT 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.]

   a. EOCT/RAT 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 EOCT/RAT locally by using a cross-cut shredder and report the destruction of the test to the CG Institute 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 EOCT/RAT that have been destroyed by the ESO locally. The EOCT/RAT Destruction Log is mandatory and provides strict internal accountability of all EOCT/RAT that have been destroyed. In the event of an EOCT/RAT loss, the Destruction Log could be used as part of the investigation.

   b. All Library Units must use the TACCTS online answer sheet when an EOCT/RAT is administered. The online answer sheet in TACCTS is for ESO access ONLY.

   c. Member is administered the EOCT/RAT with paper-based CGI-2800 answer sheet (copies are acceptable). Upon completion of exam transfers the member’s answers to the TACCTS online answer sheet for submission to the CG Institute. The ESO holds paper-based CGI-2800 until exam is scored and posted in Direct Access.

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

2. Non-Library Unit. CGI-2800 answer sheet is the required form for all non-library units to use when recording a member’s 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 contained within 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.

a. EOCT/RAT 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 EOCT/RAT locally by using a cross-cut shredder and report the destruction of the test to the CG Institute 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 EOCT/RAT that have been destroyed by the ESO locally. The EOCT/RAT Destruction Log is mandatory and provides strict internal accountability of all EOCT/RAT that have been destroyed. In the event of an EOCT/RAT loss, the Destruction Log could be used as part of the investigation.

b. Figure 2-2 on the following page is an example of the CGI-2800 answer sheet.

c. Below are general instructions for completing the CGI-2800 answer sheet:

1. **Name**: Print full name, last name first.

2. **Rank/Rate**: Print current rank/rate.

3. **Course Title**: Indicate short title and edition of course (found on EOCT/RAT label).

4. **Present Unit Address**: Print name, address, and zip code of unit.

5. **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.

6. **OPFAC Number**: Enter the operating facility number of the unit, completely darkening the corresponding circles below each block.

7. **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.

8. **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.

9. **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.

10. **Responses**: Students mark only ONE ANSWER FOR EACH QUESTION. Two darkened responses to the same question results in a wrong answer.
Figure 2-2: CGI-2800 Answer Sheet
3. **Rotation.** A member may not take an EOCT/RAT until 21 days have passed from the last test taken.

   a. 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.

   b. **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.

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

4. **EOCT/RAT Log.**

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

   b. All logs will be maintained for 3 years.

   c. Figure 2-3 is an example of a Library Unit EOCT/RAT Log and Figure 2-4 is an example of a Non-Library Unit EOCT/RAT Log that can be printed and used if desired.
Table 2-3: Library Unit EOCT/RAT Log

<table>
<thead>
<tr>
<th>Student Name/EMPLID</th>
<th>Course Code/Edition/Test#</th>
<th>EOCT/RAT Admin Date</th>
<th>Members test score (SSR)</th>
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<tr>
<td>Student Name/EMPLID</td>
<td>Course Name/Code/Edition/Test#</td>
<td>EOCT/RAT Ordered/Received</td>
<td>Admin. Date By</td>
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5. **Proctoring Procedures.** The general guidelines for proctoring EOCT/RAT:

a. One proctor per 20 students.

b. Supply two #2 pencils and scratch paper to each examinee.

c. No cell phones.

d. Maneuvering boards, parallel rulers, log tables, and slide rules are authorized.

e. 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.**

f. Read test instructions found on the inside cover page of the EOCT/RAT, pay particular attention to timed tests and open/closed book restrictions.

g. Proctor **must be** physically present throughout the EOCT/RAT and conduct the exam in accordance with the EOCT/RAT package instructions.

h. EOCT/RAT must be completed in one sitting.

i. Check all pages of test booklets before the test is administered and after the test is complete for marks.

j. Students taking an open book exam are authorized to use a clean copy of CG Institute 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 CG Institute website. **(Note: All paper based RAT exams are considered open book using CD of reference material controlled by ESO.)**


k. Scratch paper and Challenge Worksheets must be returned to the text examiner.

l. Examinations should be conducted in a quiet area offering as few distractions as possible.

m. Enlisted proctors must be senior to the examinee. A proctor may not administer an EOCT/RAT to family members or relatives.

n. 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.
o. 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.

p. Ensure students personal data is correct in blocks 1-7 of the CGI-2800 form and answers are darkened thoroughly.

q. The designated ESOs and Proctors are ineligible to test on CG Institute examinations within six months of administering a particular examination or the expiration of their respective appointment. This may be waived only 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.

r. EOCT/RAT question challenges must be submitted via TACCTS, during or immediately following the administration of the test before leaving the test area. ESO must have challenge(s) in their possession prior to submission of exam in TACCTS (IE before member receives exam score).

G. DWINTO/DWINTR Exams. Instructions governing the DWO Exams:

1. Refer to the CG Deck Watch Officer Examination Program, COMDTINST 16672.5(series).

2. 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 passing their last examination. This is a closed book exam, in which no reference material is authorized.

3. 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 CG Institute’s website: http://www.uscg.mil/hq/cgi/eso/courses_and_tests/eqoct_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).

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

5. Schools not listed must be approved by the BM Rating Force Manager to receive credit for completion of the DWINTO.

6. 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.
H. Member Transfers/Separations/TDY.

1. Overview. EOCT/RAT shall **NOT** 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).

   a. 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.

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

      (1) **Library Unit.** No action is needed because the member is not actually enrolled in the course until the test is administered.

      (2) **Non-Library Unit.** The ESO must request disenrollment from the course by:

         a) Destroying the test locally by using a cross-cutter shredder.

         b) Submit a TACCTS issue requesting the disenrollment and report the destruction.

         c) Document the destruction in the unit destruction log.

2. Administering EOCT/RAT to Members on TDY.

   a. Library Units are authorized to administer tests to members on Temporary Duty (TDY), whose permanent unit is also a library unit as long as the library unit has the test needed for that member. If the test is not available, the ESO can order the test through 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.

   b. 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:

      (1) **Member must 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 CG Institute internal grading process)

      (2) **Date of last test taken** - ensures 21 day re-test policy.

      (3) **Last test taken number** - ensures the test rotation policy.

   c. Once the CG Institute CST Division provides the required information, the test can then be administered. The CG Institute will contact the member’s permanent unit ESO to destroy the test that is on file for the member.
d. The CG Institute 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 CG Institute via e-mail, with a copy to the receiving unit describing the extenuating circumstances. Upon receipt of authorization e-mail from the CG Institute, 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.

I. Courses and EOCT/RAT for Auxiliarists.

1. The first time an Auxiliarist requests a course or test, a student record must be created, by using the following procedure:

   a. Submit a TACCTS issue requesting that a student record be created. Include the Auxiliary member’s:

      (1) Name
      (2) Mailing Address
      (3) EMPLID
      (4) OPFAC
      (5) Unit
      (6) Requested Course Material or
      (7) Requested EOCT/RAT (for Non-library units)

   b. 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.

   c. All EOCT/RAT requests will be sent directly to the ESO.

2. 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.]
J. Using Proctors.

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

2. **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. Access to the TACCTS system or safes where exams are stored is prohibited.

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

K. RKM EOCT/RAT Challenges.

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

2. **EOCT/RAT Question Challenge.**
   a. ESOs shall provide the member with copies of the EOCT Challenge Question Worksheet (Figure 2-5) 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.

   b. ESOs will then submit the challenge to the Rating Knowledge Manager (RKM) via the “Submit an EOCT/RAT Question Challenge” link on the CST main page of TACCTS. Before submitting the challenge, the ESO shall 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 RKM. [To submit a challenge to the RKM 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.]
Figure 2-5: EOCT/RAT Challenge Worksheet

EOCT/RAT 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 before the exam is submitted in TACCTS.
L. EOCT/RAT Results.

1. Notification of EOCT/RAT Results.

   a. **Library Units.** The ESO and member will receive immediate e-mail notification of 
      [unofficial] 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.

   b. **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.

2. 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.

3. Reserve Retirement Points.

   a. 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.

   b. 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-TD) 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.

   c. Rules and guidelines for Reserve retirement points are found in COMDTINST M1001.28 
      (series), Reserve Policy Manual. A list of active/obsolete EOCT/RAT and their assigned 
      reserve retirement points are listed under the Reservists link located on the CG Institute 

   d. 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.

   e. 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/cgi/cgi/ses/rrpa.asp](http://www.uscg.mil/hq/cgi/cgi/ses/rrpa.asp).

4. Verify Results in DA.
a. 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:

2. Click on the “Direct Access” tab. (on left side.)
3. The Oracle Peoplesoft Enterprise login page will display. Login, then Scroll down.
4. Click on “Self Service.”
5. Click on “Employee.”
6. Click on “View.”
7. Click on “Test Results” (select “view all.”)
8. You will notice the “Test Results” section only posts successful passing grades by checking the “passed” score block.

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

2. Click on the “Direct Access” tab. (on left side.)
3. The Oracle Peoplesoft Enterprise login page will display. Login and then Scroll down.
4. Click on “Develop Workforce”, under the enterprise menu.
5. Click on “Manage Competencies” (GBL).
6. Click on “Use.”
7. Click on “Test Results.”
8. Enter the members “Employee ID number” (in the EMPLID field).
9. Click on “Search.”
10. You will notice the “Test Results” section only posts successful passing grades by checking the “passed” score block.

M. EOCT/RAT Package/Storage.
   1. Safeguarding EOCT/RAT. The following rules apply for safeguarding EOCT/RAT:
a. Store classified EOCT/RAT and related CD material in accordance with existing security regulations, in a GSA approved safe.

b. Unclassified EOCT/RAT and related CD material should be stored in a safe. Locked filing cabinets/desks are discouraged; however, if it is necessary to store EOCT/RAT and related CD 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 EOCT/RAT and their related CDs in a safe.

c. Do not store an unclassified EOCT/RAT and related CD in a container to which anyone other than the ESO/Alternate ESO/OIC/Commanding Officer may have access.

d. Restrict all personnel (not specifically authorized) from accessing safes, locked cabinets or locked desks containing EOCT/RAT and related CDs.

e. 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.

f. No examinee may have access to any EOCT/RAT or related CD.

2. EOCT Package.

a. **Library Unit.** 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.

b. **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 2-6 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.
Figure 2-6: EOCT/RAT Label

<table>
<thead>
<tr>
<th>#1</th>
<th>Date the EOCT/RAT was ordered.</th>
</tr>
</thead>
<tbody>
<tr>
<td>#2</td>
<td>Parent Operating Facility address</td>
</tr>
<tr>
<td>#3</td>
<td>Name and rate of the student</td>
</tr>
<tr>
<td>#4</td>
<td>Last four of the student SSN</td>
</tr>
<tr>
<td>#5</td>
<td>Student last name</td>
</tr>
<tr>
<td>#6</td>
<td>Course Code</td>
</tr>
<tr>
<td>#7</td>
<td>Course Edition</td>
</tr>
<tr>
<td>#8</td>
<td>Test form number</td>
</tr>
<tr>
<td>#9</td>
<td>Course Code</td>
</tr>
<tr>
<td>#10</td>
<td>Course Edition</td>
</tr>
<tr>
<td>#11</td>
<td>Test form number</td>
</tr>
<tr>
<td>#12</td>
<td>Parent Operating Facility number</td>
</tr>
<tr>
<td>#13</td>
<td>Automatic disenrolled for inactivity date (no longer applicable)</td>
</tr>
<tr>
<td>#14</td>
<td>Course short title</td>
</tr>
</tbody>
</table>
N. Mailing Requirements for Non-Library Unit ESOs.

1. Packaging EOCT/RAT for Return. All EOCT/RAT and CGI-2800 answer sheets mailed to the CG Institute must be double enveloped. The inner envelope must be annotated "TO BE OPENED BY PERSONEL AUTHORIZED TO HANDLE TESTING MATERIAL."

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

2. Mailing Requirements.
   a. All EOCT/RAT should be mailed to the CG Institute by some traceable means (ie. FedEx).
   b. All EOCT/RAT that are being returned to the CG Institute by mail should be sent to: Commanding Officer (CST), 5900 SW 64th St., Room 232, Oklahoma City, OK. 73169-6999.

3. 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.

O. Library Unit Disestablishment.

1. A unit-level EOCT/RAT accountability audit is required upon the disestablishment of a Library Unit.

2. Upon disestablishment, the ESO of the unit will:
   a. Submit a TACCTS issue stating the library unit is being disestablished, and the date of disestablishment.
   b. Perform an EOCT/RAT inventory in TACCTS.
   c. Destroy EOCT/RAT locally, report destruction in unit destruction log and in TACCTS to the CST Division.
   d. If you will no longer be an ESO, submit a relief memo IAW ESO Vol I.

P. Compromised and/or Lost EOCT/RAT.

1. Compromise EOCT/RAT.
a. A compromise is the disclosure of EOCT/RAT 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/RAT information has been disclosed to an unauthorized person(s).

b. 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 will ensure that the matter is reported immediately in accordance with the procedures set forth in this publication.

(1) Contact the CG Institute CST Division via phone or email.

(2) State the circumstances of the possible compromise.

(3) CG Institute will determine if an investigation is warranted and email the respective command:

   (a) If an investigation is required due to a possible compromise, the respective command will initiate an administrative investigation in accordance with Administrative Investigation Manual, COMDTINST M5830.1 (series).

   (b) Investigation shall be completed within 15 business days.

   (c) If an investigation is not required, the CG Institute will advise what action to take via email.

2. **Suspend Testing.**

   a. FORCECOM (FC-TD) 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.

   b. The CG Institute will notify ESOs and RKMs via TACCTS, of any required action.

3. **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:

   a. Send a routine precedence message (Figure 2-7) as soon as possible after discovery to Commandant (CG- 6) CG-2-CGIS, with the CG Institute 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-TD)
should be an info addressee for all suspected compromises of testing material. The message should identify:

(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).

(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.)

b. 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).

(1) Intentional compromise of testing instruments may be punishable under NJP/UCMJ provisions as appropriate.

(2) Unintentional compromise or procedures that contributed to compromise should be identified and corrective action recommended or taken.

c. After a determination has been made as to whether a confirmed compromise did occur, a routine precedence message must be sent to all concerned clearly identifying which testing instruments were actually compromised. Also include any recommendations which would prevent future compromises.

4. **Classified Material.** In the case of lost, mishandled, unaccounted for, or possibly compromised classified material, the ESO should comply with the Coast Guard Security Manual COMDTINST M5510 (series).
R 000000Z MON YR (date time group)
FM COGARD UNIT ANYWHERE
TO COMDT COGARD WASHINGTON DC//CG-2-CGIS//
INFO COGARD INST OKLAHOMA CITY OK
COGARD FORCECOM WASHINGTON DC/T//
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

(NOTE: Info addressee for Training Source responsible is determined by test rating.
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-0922): PA).
5. **Lost EOCT/RAT.**

   a. **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:

   (1) Call the CG Institute and confirm when the EOCT/RAT was sent from the unit or when the CG Institute sent an EOCT/RAT to the unit.

   (2) If the EOCT/RAT was mailed via traceable means such as FedEx or certified:

      (a) The CG Institute - initiates mail tracer from local post office and unit contacts its local post office for confirmed delivery of certified number.

      (b) Unit - initiates mail tracer from local post office and the CG Institute will contact their local post office for confirmed delivery of certified number.

   (3) Conduct administrative investigation to determine facts per the Administrative Investigation Manual, COMDTINST M5830.1.

   (4) Send an email to the CG Institute (info your chain of command) providing the following information.

      (a) EOCT/RAT ID (short title), course code, edition and form number.

      (b) Provide date of mailing, whether the CG Institute sent EOCT/RAT to unit or EOCT/RAT was lost enroute to the CG Institute. 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.

      (c) Depending on the circumstance, request replacement EOCT/RAT.

      (d) Provide point of contact.

      (e) Provide the unit EOCT/RAT log.

   (5) Upon receipt of email, the CG Institute will provide a substitute EOCT/RAT as applicable.

      (a) Upon receipt of unit EOCT/RAT log, the CG Institute determines possibility of compromise. If compromise is not suspected, CG Institute credits the EOCT/RAT as lost.

      (b) If a discrepancy exists, corrective action may be recommended. The CG Institute will provide final disposition summary to the unit by letter or message within 15 days of receipt of the EOCT/RAT log. If the CG Institute determines the lost test is compromised, follow procedures for compromised test in this section.
b. **EOCT/RAT Lost at Unit.** Steps to be taken by the unit ESO:

1. Review the EOCT/RAT log to ensure the EOCT/RAT was received.
2. Check to ensure the EOCT/RAT was not transferred to a sub-unit for administration.
3. Recheck all safes.
4. Contact the CG Institute to ensure the EOCT/RAT was not returned.

6. Send official message notification to the CG Institute with the following information, and info your chain of command.

   a. Student's rank/rate, name and SSN (if applicable).
   c. State whether the EOCT/RAT was lost before or after administration.
   d. If lost after administration, provide the proctor's rank, name, and procedures used in administering the test.
   e. Date the investigation and EOCT/RAT log was mailed/faxed to the CG Institute.
   f. Describe the methods used for the control of tests at the unit.
   g. Provide short overview of the situation making note of possible compromise.
   h. Request replacement of EOCT/RAT if required.
   i. Provide point of contact and phone number of unit.

7. Mail/fax copy of investigation and unit’s EOCT/RAT log covering period of one month before loss to present date to the CG Institute for determination of a compromise. If the CG Institute determines the lost test is compromised, follow procedures for compromised test in this section.
(8) When the message is received by the CG Institute, a substitute EOCT/RAT will be forwarded as requested.

c. **EOCT/RAT Found.** If the missing EOCT/RAT is discovered or received after being declared lost by the CG Institute, the ESO must notify the CG Institute CST Division via message traffic, email or phone **immediately**. Upon message notification, return the EOCT/RAT to the CG Institute to allow accurate database and inventory accountability. Under no circumstances may an EOCT/RAT previously declared lost be administered.
Chapter 3: **E-TESTING QUESTIONMARK PERCEPTION**

A. **Logging into the Enterprise Server.** This is used by the ESO to change their Questionmark Perception (QMP) account password (only).

2. Click on QMP2 Enterprise Manager.
3. Enter your current User Name and Password.
4. Choose change password.

B. **Member Access to Exams.** Coast Guard members will access electronic RATs through the CG Learning Management System (CG LMS) hosted within the CGPortal. Direct Access must be checked to verify the date of the last test taken, to ensure the 21 day retesting policy is followed.

1. **To access an exam:**
   b. Click ‘Training and Education’ (blue horizontal bar).
   c. Click ‘Learning Management System’ (menu on left side of screen).
   d. Select the ‘Enlisted Advancement’ catalog.
   e. Select the appropriate catalog, such as ‘Marine Science Technician (MST)’.
   f. Select the desired course, enroll, and launch it.
   g. 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.
   h. 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.

2. **Member Instructions.**
   a. The member will be presented with instructions on the screen. **The ESO shall go over the instructions with the members prior to allowing them to click on –SUBMIT- to begin the actual exam.**
   b. The system timer will not begin until –SUBMIT- is selected.
c. Once the exam begins, the ESO shall monitor the member with the same diligence used with paper exams.

3. 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. As with the member instructions, 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.

4. Taking the Exam.

a. 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.

b. The –SUBMIT-” button, if visible, will be locked until all questions have been seen.

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

5. The Assessment Navigator.

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

b. 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.

c. 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.

d. On the screen below, you can tell that question 2 has been flagged by the icon in the upper left corner of the Assessment Navigator square numbered 2.
e. The –UNFLAG- button is used to remove the flag from this question.

   a. If, when clicking on –CHALLENGE QUESTION-, the member is shown a warning message, the member should click –OK- to proceed.
   b. 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.
   c. Once the Challenge is submitted, the RKM will be notified by TACCTS that there has been a challenged question. If the challenge is approved, the CG Institute will have the official score changed in Direct Access if appropriate, make email notification to member, and the question will be retired and replaced with a new question from the question pool.

7. Exam Completion and Exiting.
   a. The member will be advised of his or her score, broken down by topic areas.
   b. After reviewing the results, the member will click “Print Feedback” and then “Close” button OR the “X” in that window to exit.
   c. If the member closes out the LMS instead, they will not get credit for the exam.
   d. When the Exam window closes, the test score will update in the member’s LMS “My Account” profile.
   e. The official score should be posted in Direct Access within 48-72 hours.
## e-Testing

### CHECK SHEET

<table>
<thead>
<tr>
<th>If</th>
<th>and</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Score did not Return to LMS.</td>
<td>Exam Completed, score shown in QMP</td>
<td>Contact the CG Institute eTesting Manager to check for existence of score in QMP, and if available, the CG Institute will manually update Direct Access.</td>
</tr>
<tr>
<td></td>
<td>Exam NOT completed, no score shown in QMP</td>
<td>Resume/Retake/Exam.</td>
</tr>
<tr>
<td>ESO Forgot Username.</td>
<td></td>
<td>It’s the same as your email “alias”. This can be found in your global email profile under E-mail Addresses.</td>
</tr>
<tr>
<td>ESO Forgot Password.</td>
<td></td>
<td>Contact CG Institute CST DIV for new password.</td>
</tr>
<tr>
<td>QMP or LMS error during exam.</td>
<td>Exam Completed, score shown in QMP</td>
<td>Contact the CG Institute eTesting Manager to check for existence of score in QMP, and if available, the CG Institute will manually update Direct Access.</td>
</tr>
<tr>
<td></td>
<td>Exam NOT completed, no score shown in QMP</td>
<td>Contact CG Institute CST DIV.</td>
</tr>
<tr>
<td>QMP or LMS locks up.</td>
<td></td>
<td>Close and restart exam.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If exam does not resume contact CG Institute CST DIV.</td>
</tr>
<tr>
<td>What exams are available via eTesting?</td>
<td></td>
<td>CG Institute Website Course Information Page.</td>
</tr>
<tr>
<td>I need a QMP ESO Account.</td>
<td>I have an ESO TACCTS account.</td>
<td>Submit a request through TACCTS requesting “E-Testing Access Account.”</td>
</tr>
<tr>
<td></td>
<td>I don’t have an ESO TACCTS account.</td>
<td>Contact the CG Institute CST department, provide ESO Letter of Designation.</td>
</tr>
</tbody>
</table>

CG Institute CST DIV email: CGI-DG-CST_DIV or 405-954-2437
CG Institute eTesting Manager email: CGI-PF-eTesting-Manager
OSC Customer Support Desk: 304-264-2500 or 1-877-USCG-SYS12