

STANDARD OPERATING PROCEDURES (SOP)

FOR

COAST GUARD'S TRAINING SYSTEM

E-TESTING VIA  
QUESTIONMARK PERCEPTION

EDUCATION SERVICE OFFICERS

(ESO)



Force Readiness Command (FC-514)  
Coast Guard Institute  
July 2011

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U.S. Department of  
Homeland Security

United States  
Coast Guard



Commandant  
United States Coast Guard

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## MEMORANDUM

From: Coast Guard Institute

Reply to: E-testing Manager  
Attn of: Richard Stawicki  
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[Richard.M.Stawicki@uscg.mil](mailto:Richard.M.Stawicki@uscg.mil)

To: ESO Community

Subj: COAST GUARD TRAINING SYSTEM STANDARD OPERATING PROCEDURES

1. PURPOSE. This promulgates the Standard Operating Procedures (SOP) for QuestionMark Perception.
2. ACTION. Education Service Officers shall ensure compliance with the provisions of this SOP. Internet release is authorized.
3. DISCUSSION. These SOPs identify the approved processes and procedures used for QuestionMark Perception. SOPs apply for all CGI activities within QuestionMark Perception.
4. CHANGES. Recommendations for improvements/changes to the SOPs shall be submitted to the owner identified in each individual SOP volume. Updates to the SOP will occur as emails that are approved and implemented.

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Dist: ESO Community

Copy: None

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## Change Summary List

Highlighted blue text denotes major changes. Purely editorial changes are not highlighted. Major changes are summarized as follows:

<b>Change #</b>	<b>Division Affected</b>	<b>Date of Implementation</b>	<b>Synopsis</b>

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# E-TESTING

## Introduction

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### Overview

Questionmark Perception (QMP) is the web-based application the Coast Guard has selected for all eTesting, including End-of-Course Tests (EOCTs) and Enlisted Rating Advancement Tests (ERATs). It replaces the traditional paper-based EOCTs in use since the late 1960's. ESO's and their members will access electronic EOCTs and ERATs via CGPortal and the Learning Management System (LMS).

Since eTesting will be rolled out one rating at a time, ESO's will need to know which exams are to be accessed via the traditional EOCT vs. eTesting. The Coast Guard Institute (CGI) will maintain a list of exams available via eTesting within TACCTS.

Presently, the Coast Guard has a limited number of licenses available, so QMP accounts will be created for ESO's as needed. Eventually, CGI will request accounts to be created for ESO's as they are designated.

The ESO will only be able to 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, and
- 2) Log in to the Enterprise server at <http://etesting.uscg.mil/em5/Main.aspx> to change their password.

## E-TESTING

### Key Terms

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<b>Term</b>	<b>Definition</b>
<b>ERAT</b>	Enlisted Rating Advancement Test.
<b>eTesting</b>	Electronic testing via Questionmark Perception and the Coast Guard's Learning Management System.
<b>-NEXT-, -BACK-, -SUBMIT-, etc.</b>	The use of “-“around words such as NEXT, BACK, etc, are used to indicate a button or icon which must be selected by clicking with a mouse in order to perform the described action.
<b>TMT</b>	Training Management Tool- The Coast Guard's unit-level information system for recording and tracking various types of required training of military personnel

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## Member Access to Exams

Coast Guard members will access electronic EOCTs/RATs through the CG Learning Management System (CG LMS) hosted within CGPortal.

**To access an exam:**, the member will

1. Go to <https://cgportal.uscg.mil>
2. Click 'Training and Education' (blue horizontal bar)
3. Click 'Learning Management System' (menu on left side of screen)
4. Select the 'Enlisted Advancement' catalog
5. Select the appropriate catalog, such as 'Marine Science Technician (MST)'
6. Select the desired course, enroll, and launch it.
7. After the course has launched, the ESO will be required to enter his username/password to allow the member to take the test.
8. 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 TMT; otherwise the RAT score will not transfer to TMT.

After the member has successfully logged in, and enrolled, he or she can click on **MY ACCOUNT**-, where the exam should be available as pictured below.

The screenshot shows the CGPortal interface. At the top, there is a navigation bar with 'HOME', 'LINKS', 'EMPLOYEE RESOURCES', 'REFERENCES', 'MY PAGE', 'TRAINING & EDUCATION', 'STRATEGY', 'COLLABORATION', 'APPLICATIONS', and 'BUSINESS INTELLIGENCE'. Below this is a 'MY ACCOUNT' section. A 'Weekly Maintenance' notice is displayed. The 'My Account' section includes a calendar for July 2011, a 'MENU' with 'My Profile' and 'My Transcript', and a 'LEARNING ACTIVITIES' table. The table has columns for 'ENROLLED (1)', 'SCHEDULE (3)', 'COMPLETED (3)', and 'DROPPED (3)'. A table below shows a course titled '1. Color Quiz' with a 'View' button.

Course	Year	Start	Expires	Details	View
1. Color Quiz					

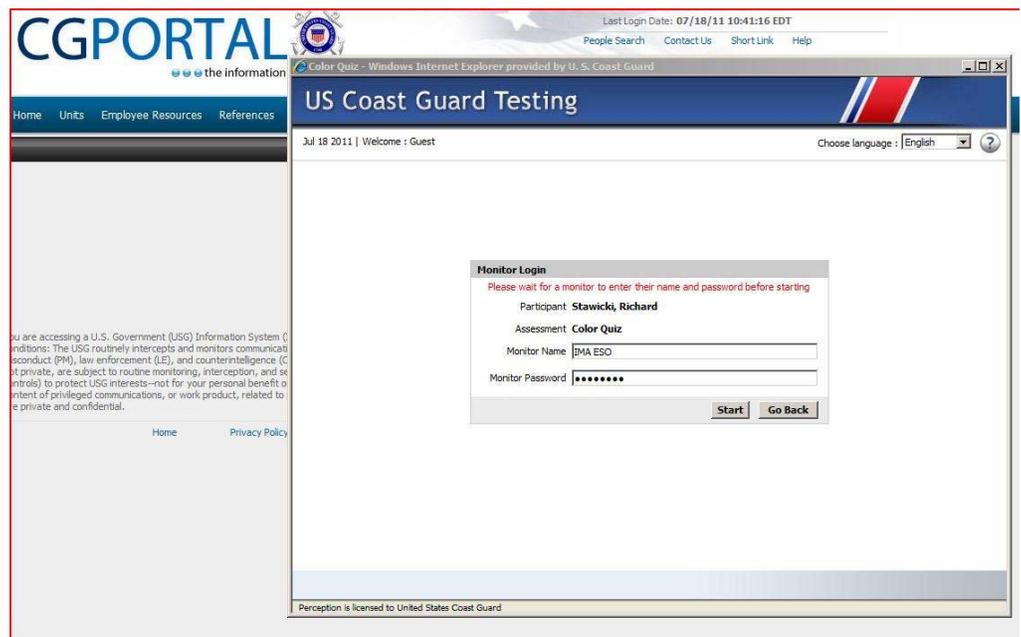
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using the IS (which includes any device attached to the IS), you consent to the following conditions: The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. All data, including communications data, stored on this IS, is not private, may be subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests - not for your personal benefit or privacy. Notwithstanding the above, using the IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are not subject to routine monitoring, interception, and search.

## Member Access Restricted

Before the Coast Guard member is allowed to take the exam, the ESO must grant access by entering their E-Testing username and password.



After entering the ESO username and password, click on the “Start” button to gain access to the exam.



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## Member Instructions

The member will be presented with instructions. **The ESO shall go over the instructions with the members prior to allowing them to click on –SUBMIT- to begin the actual exam.**

The screenshot displays the 'US Coast Guard Testing' interface. At the top, it shows the date 'Jul 28 2011', the user 'Logged in as: Richard Stawicki', and 'Block 1 of 2'. The main heading is 'MST2 Rating Advancement'. Below this, the section is titled 'STUDENT INSTRUCTIONS'. The instructions are numbered 1 through 8, detailing rules for the examination room, answer selection, and time limits. A 'CHALLENGE' button is mentioned in instruction 5. At the bottom of the instructions, there is a line: 'Click -NEXT- now to receive a brief overview on how to navigate through this exam, or -SUBMIT- to begin the exam. The timer will not start until you click -SUBMIT-'. Below this, a disclaimer states: 'By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code'. At the very bottom, there are two buttons: 'next >' and 'submit'.

If the exam is timed, the timer will not begin until –SUBMIT- is selected.

One the exam begins, the ESO shall monitor the member with the same diligence used with paper exams.

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**Optional User  
Interface  
Tutorial**

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.

Screen prints of the tutorial are shown in Appendix 1

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 following statement:

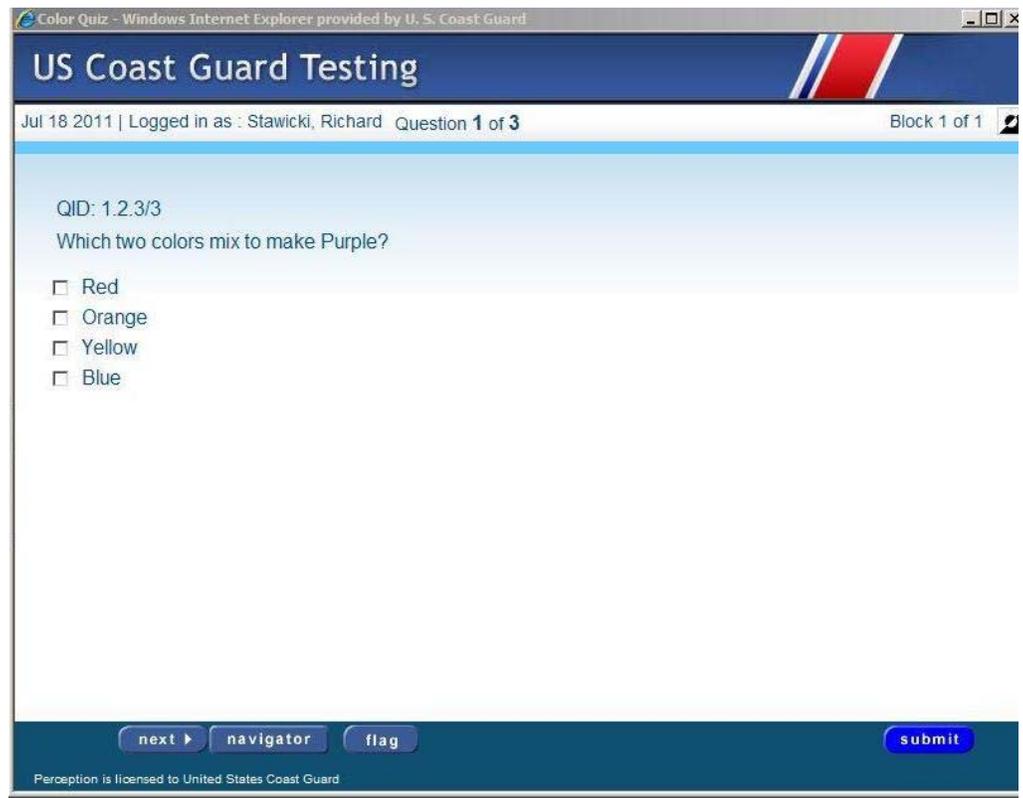
**By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).**

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## Taking the Exam

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.

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



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.**

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

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## The Assessment Navigator

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

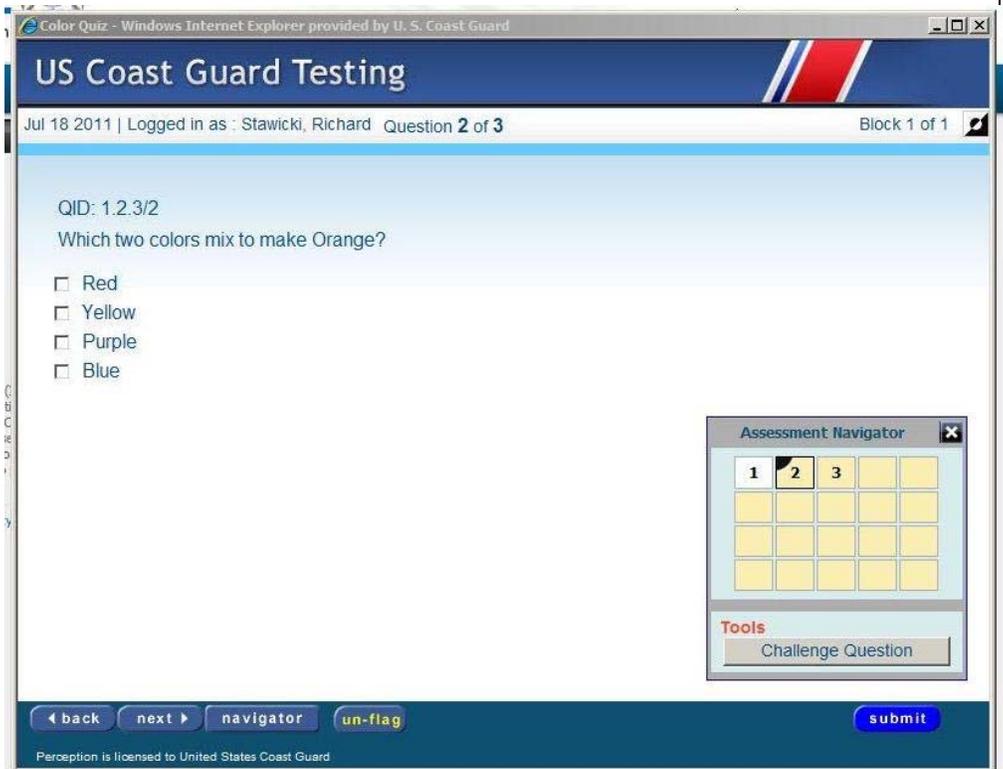


Clicking on the –NAVIGATOR- button located to the right of the –NEXT- button opens up the Assessment Navigator on the right-hand side of the screen.

The Navigator and 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.

Continued on next page.

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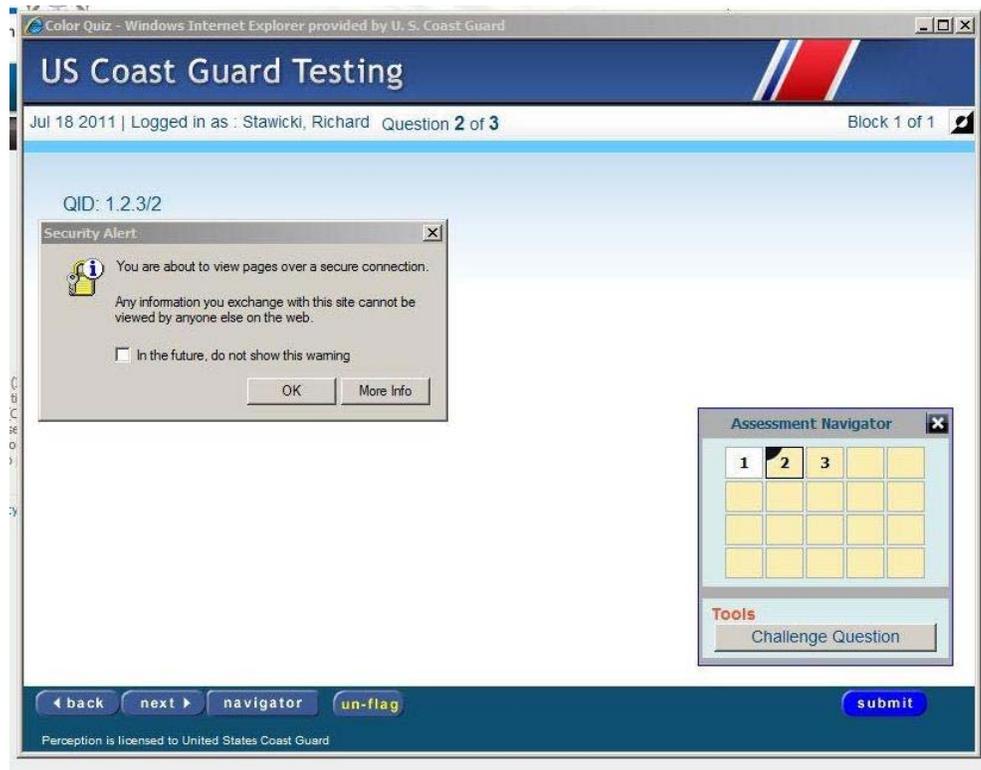


On this screen, you can tell that question 2 has been flagged by the  icon in the upper left corner of the Assessment Navigator square numbered 2.

The –UNFLAG- button is used to remove the flag from this question.

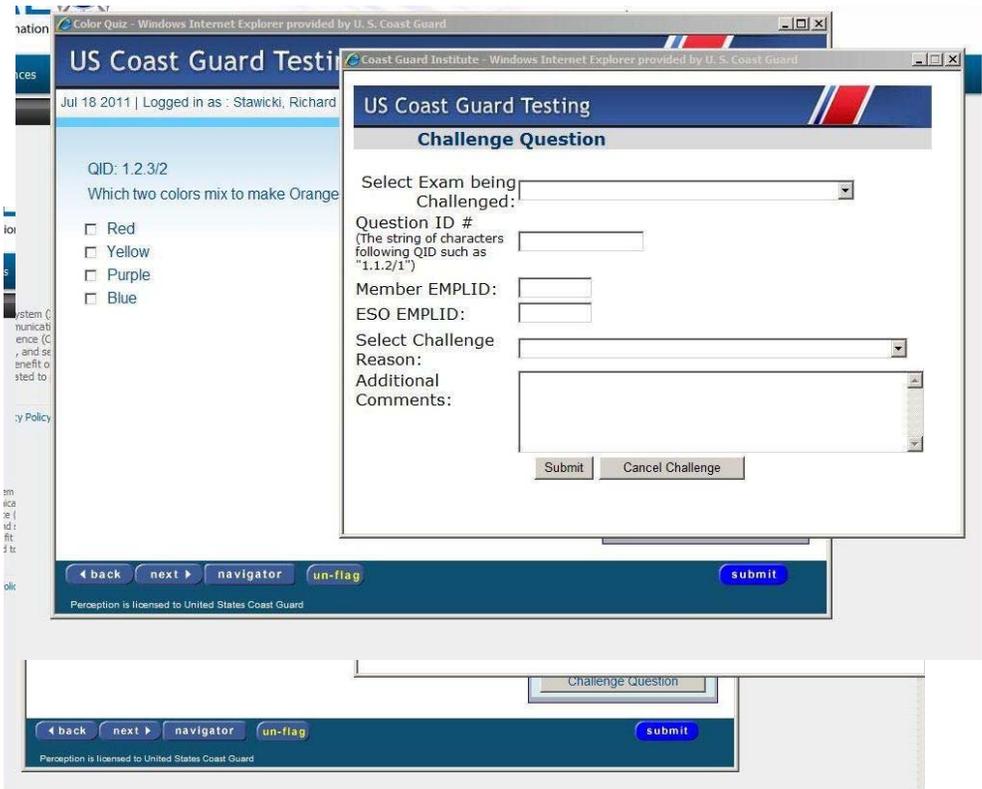
## CHALLENGE QUESTION

If, when clicking on –CHALLENGE QUESTION–, the member is shown the warning message below, the member should click -OK- to proceed.



Continued on next page

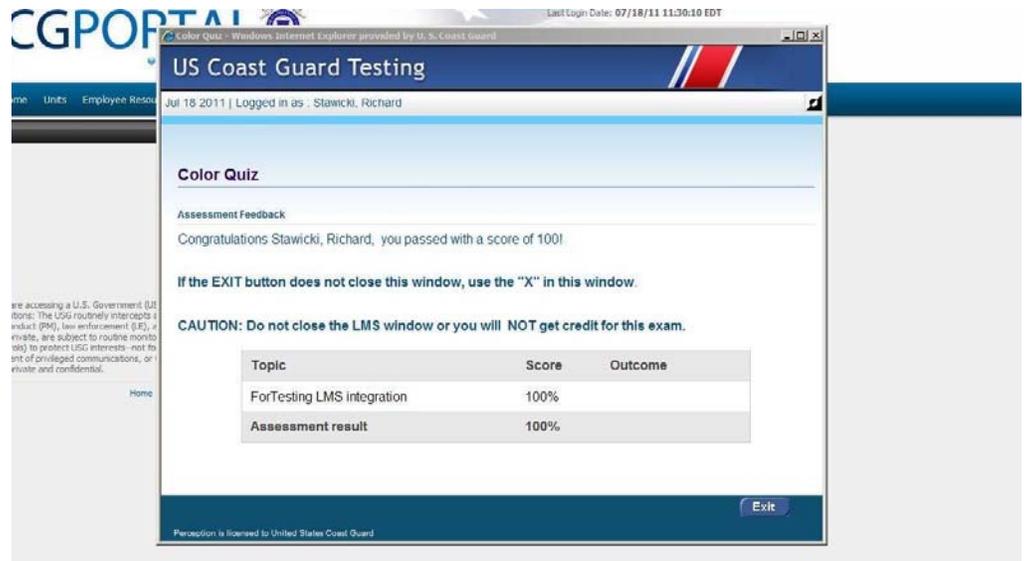
A new window will open requesting information about the question being challenged. This window is tied directly to TACCTS, and requires the ESO's Emplid.



Once the Challenge is submitted, the SMS will be notified by TACCTS that there has been a challenged question. If the challenge is approved, CGI will have the official score changed in Direct Access if appropriate, and the question will be retired and replaced with a new question in the question pool.

## Quiz Completion and Exiting

The member will be advised of his or her score, broken down by topic areas



After reviewing the results, the member will click on the “Exit” button OR the “X” in that window.

If the member closes out the LMS instead, they will not get credit for the exam.

When the Exam window closes, the test score will update in the member’s LMS “My Account” profile.



The LMS will provide the score to TMP, which in turn will update Direct Assess. The official score should be posted in Direct Access within 48-72 hours.

# APPENDIX 1

## USER INTERFACE TUTORIAL

This appendix contains screen captures of the Introductory Tutorial the members may complete before taking an EOCT or RAT.

US Coast Guard Testing

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

As you have already discovered, clicking on the **next >** button moves you forward through the exam.

Likewise, clicking on the **< back** button moves you to the previous question.

Click the **-NEXT-** button below to continue, or **-SUBMIT-** to skip straight to the exam.

**By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).**

**< back** **next >** **submit**

US Coast Guard Testing

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

Suppose you're on question 32 and you want to navigate back to Question 5. 27 clicks on the **-BACK-** button would be extremely inconvenient. To get back there quickly, you can use the **navigator** button to open the Navigator window in the lower right hand corner.

With the navigator window open, you can click on the appropriate numbered square to access the desired question. Use the scroll bar to reveal question numbers greater than or less than those which are visible.

1	2	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20

To get back to question 32 you would need to use the Navigator again.

Click **-NEXT-** to continue, or **-SUBMIT-** to begin the exam.

**By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).**

**< back** **next >** **submit**

# User Interface Tutorial

US Coast Guard Testing

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

The Navigator window is also helpful to see which questions have not been answered.



In this example, questions 1,2,3,5,6 and 8 have been answered.

Click the -NEXT- button to continue or -SUBMIT- to begin the exam.

**By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).**

back next submit

US Coast Guard Testing

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

Suppose you want to "mark" or "flag" a question to return to later. To do so you can use the **flag** button. Flagged questions show up in the Navigator window as with question 4 in the Navigator window below.



Flagged questions display the **un-flag** button, used to remove the flag.

Click on -NEXT- to continue, or -SUBMIT- to begin the exam.

**By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).**

back next submit

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# User Interface Tutorial

**US Coast Guard Testing**

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

At the bottom of the Navigator window you will see a toolbox containing a Challenge Question button.

**Assessment Navigator**

1	2	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20

**Tools**

Challenge Question

As it's name implies, this button is used to challenge the validity of questions. When you click on -Challenge Question-, you will probably see this warning message.

**Security Alert**

You are about to view pages over a secure connection. Any information you exchange with this site cannot be viewed by anyone else on the web.

In the future, do not show this warning

OK More Info

If you do, click -OK- to get to the challenge pop up page.

Each question contains a "QID" such as this, QID 1.10.1/1  
The regulations for issuing

back submit

**US Coast Guard Testing**

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

If you do, click -OK- to get to the challenge pop up page.

Each question contains a "QID" such as this, QID 1.10.1/1  
The regulations for issuing

which must be entered into the Challenge page to identify the question being challenged. This is critical because the test items are pulled randomly and the QID is the only way we can identify it.

Your ESO will need to enter his emplid.

If you change your mind about the challenge, just click on -Cancel Challenge-

**US Coast Guard Institute - Windows Internet Explorer provided by U. S. Coast Guard**

**US Coast Guard Testing**

**Challenge Question**

Select Exam being Challenged: [dropdown]

Question ID # (The string of characters following QID such as "1.1.2/1") [text input]

Member EMPLID: [text input]

ESO EMPLID: [text input]

Select Challenge Reason: [dropdown]

Additional Comments: [text area]

Submit Cancel Challenge

back submit

# User Interface Tutorial

## US Coast Guard Testing

Jul 28 2011 | Logged in as : Richard Stawicki | Block 1 of 2 | help

Select Exam being Challenged:

Question ID #  
(The string of characters following QID such as "1.1.2/1")

Member EMPLID:

ESO EMPLID:

Select Challenge Reason:

Additional Comments:

If for some reason you are accessing the exam from outside the Coast Guard network, you will either have to CAC-RAZ in order to challenge a question on-line, or have your ESO submit a challenge via TACCTS.  
Click -SUBMIT- to begin the exam.

**By selecting submit and proceeding to the test I acknowledge that I have read and understand that I am not to discuss the content of this test with any other person after leaving the test site. Disclosing any contents of this test, memorizing and later transcribing from it, receiving assistance of any kind while taking the test, or any combination of these is prohibited and punishable under the Uniform Code of Military Justice (UCMJ).**

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## APPENDIX 2

### TROUBLESHOOTING CHECKLIST

<b>If</b>	<b>and</b>	<b>Then</b>
<b>Final Score did not Return to LMS</b>	Exam Completed, score shown in QMP	Contact CGI eTesting Manager to check for existence of score in QMP, and if available, manually update Direct Access
	Exam NOT completed, no score shown in QMP	Resume/ Retake/ Exam
<b>ESO Forgot Username</b>		It's the same as your email "alias" . This can be found in your global email profile under E-mail Addresses.
<b>ESO Forgot Password</b>		Contact OSC Customer Support Desk. for new password
<b>QMP or LMS error during exam</b>	Exam Completed, score shown in QMP	Contact CGI eTesting Manager to check for existence of score in QMP, and if available, to manually update Direct Access
	Exam NOT completed, no score shown in QMP	Contact OSC Customer Support Desk.
<b>QMP or LMS locks up</b>		Contact OSC Customer Support Desk.
<b>What exams are available via eTesting?</b>		CGI TACCTS webpage
<b>I need a QMP ESO Account</b>	I have an ESO TACCTS account	Submit a request through TACCTS requesting "E-Testing Access Account"
	I don't have an ESO TACCTS account	Contact CGI CST department, provide ESO Letter of Designation

CGI eTesting Manager: richard.m.stawicki@uscg.mil

OSC Customer Support Desk.: 304-264-2500 or 877-872-4797 or ticket:

<https://cgportal.uscg.mil/delivery/Satellite/OSC>