

STANDARD OPERATING PROCEDURES (SOP)

FOR

COAST GUARD'S TRAINING SYSTEM

EDUCATION SERVICES OFFICER (ESO)

VOLUME I

NON-RESIDENT TRAINING (NRT) AND RESOURCE
SUPPORT SECTION (RSS)



Office of Training, Workforce Performance & Development (CG-132)
Human Resources Directorate
Coast Guard Headquarters
Washington, DC
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SECTION 1: GETTING STARTED

Designating an Education Service Officer (ESO)

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.

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.

Continued on next page.

Designating an ESO (Continued)

Section 1 Getting Started

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.

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.

Continued on next page.



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.

#

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

Policy Each command may designate additional proctors (other than the ESO) as necessary in writing with a copy to member's personnel data record.

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.

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.

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

Courses and EOCT

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.

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.

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

Continued on next page.

**Courses and EOCT
(Continued)**

**Section 2
Basic Information for Library
Stocking Units and Non-Library
Units**

**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>.

**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.

Administering Online Test for Special Conditions

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.

Determining Member Eligibility

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.

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.

Course Completion Letters

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.

Compromised and/or Lost

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.
-

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.

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).

Continued on next page.

Compromised and/or Lost (Continued)

Section 2 Basic Information for Library Stocking Units and Non-Library Units

Lost EOCT

There are two categories for lost tests:

- EOCT lost in mail.
- EOCT lost at OPFAC

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.

Continued on next page.

Compromised and/or Lost (Continued)

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.
-

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.
-

Continued on next page.

Compromised and/or Lost (Continued)

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.
-

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.

Member Transfers/ Separations/TAD

Section 2 Basic Information for Library Stocking Units and Non-Library Units

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.

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.

Continued on next page.

**Member Transfers/
Separations/TDY
(Continued)**

**Section 2
Basic Information for Library
Stocking Unit and Non-Library
Units**

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.

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.
-

Continued on next page.



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.

#

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.
-

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.

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**”
-

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SECTION 3: LIBRARY STOCKING UNIT (LSU)

Becoming a Library Stocking Unit (LSU)

Overview

A Library Stocking Unit (LSU) is a unit authorized by the CGI to maintain a library of EOCT's for use by their personnel. These EOCT's are not specifically assigned to any member at the unit.

Request to be a Library Stocking Unit

A unit wanting to become a LSU must submit a TACCTS ticket or an e-mail request to CGI-PF-NRT_ESO_Emails@uscg.mil. The TACCTS ticket or e-mail request must include:

- Unit name and address
- Unit OPFAC and any other OPFACs under that unit that the ESO will be administering EOCT too.
- ESO's name and phone number
- If unit is a ship - anticipated date of deployment.
- If a shore unit, then date EOCT library will begin.

The CGI will take the necessary action for the unit to become a LSU. The CGI will send the ESO of the unit a packet containing:

- A memorandum of understanding (MOU) between the CGI and the unit. The ESO must sign the MOU and return to the CGI (keeping a copy for the unit). The unit must retain this MOU until the LSU status is disestablished.
 - A survey to be filled out by the ESO. This survey is the information needed for the ESO's TACCTS account. It also list the EOCT the unit is requesting to keep in the library.
 - Both the signed MOU and survey must be returned to the CGI NRT Dept by:
 - NRT fax number - 405-954-3684
 - The survey can be requested electronically by email and returned to the NRT Dept. by email.
 - If you haven't already faxed your ESO Designation letter to the NRT Department, send it with the MOU and survey. (A sample ESO Designation letter is located in Section 1 of this manual Figure 1-1)
-

Continued on next page.

**Becoming a Library
Stocking Unit (LSU)
(Continued)**

**Section 3
Library Stocking Unit**

Library Stocking Unit Course Content Courses being requested should be limited to those that are applicable to the unit. To review all current courses and EOCT offered by the CGI, see Education Services Officer Procedures Guide, Volume II (List of Correspondence Courses), published by the CGI.

Classified Material Classified course material will normally not be included or authorized for a LSU. Request for a classified library may be warranted under extenuating circumstances, but the request must be approved through the CGI, on a case by case basis. *See Section 3, Ordering Course Material, Classified Material.*

Action taken by CGI once MOU and Survey is received The CGI will take the following action upon receipt of the MOU and Survey.

- A TACCTS account will be set up for new ESO's and/or
- Requested EOCT will be added to LSU Inventory in TACCTS.
- Requested EOCT will be mailed to the unit within 3 business days.

Action Upon Receipt of EOCT Take the following action upon receipt of initial EOCT library from the CGI:

- Ensure all requested materials are received from CGI.
- Acknowledging receipt by logging into TACCTS and verifying the EOCT received to the EOCT inventory listed in TACCTS.
- If all requested material was not received, or the EOCT inventory listed in TACCTS is not accurate, submit an "issue ticket" through TACCTS. *[For Procedures on how to submit an issue through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*
- Mark "DIS" on all unclassified Non-library EOCT and return to the CGI. (this includes all the individual test that were held at the unit, prior to its library status)

Safeguarding EOCT

The following rules apply for safeguarding EOCTs:

- If applicable, store Classified EOCT material in accordance with existing security regulations in a GSA approved safe.
 - Unclassified EOCT material should be stored in a safe. Locked filing cabinets/desks are discouraged for storage of EOCT material. However, if it's necessary to store EOCT material in a locked filing cabinet/desk, the ESO must use extreme caution and always be very aware of possible tampering of EOCT material. All attempts should be made to store EOCT in a safe.
 - Do not store an unclassified EOCT in a container to which anyone other than the ESO/Alternate ESO/OIC/Commanding Officer may have access.
 - Restrict all personnel (not specifically authorized) from accessing safes, locked cabinets or locked desks containing EOCT.
 - Unauthorized possession of any EOCT is punishable under articles 92 and 134, Uniform Code of Military Justice, letters of warning for civilian personal.
 - No examinee may have access to any End-of-Course test.
-

**ACGI-2100
Online Ordering
Form**

Course material for LSU personnel must be ordered via the ACGI-2100 Online Ordering Form indicating "Course Materials Only". The ACGI-2100 Course Enrollment Online Form can only be accessed through TACCTS. *[For Procedures on how access the ACGI-2100 form through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

Do not enroll any member of the unit in a course or EOCT when using the ACGI-2100 Smart Form. "Course Material Only" should be used. The address section for the course material on the ACGI-2100 Online Ordering Form can be modified for Active Duty, Auxiliarist, Reservist and Civilian to send to their home address, if needed or any address desired for that member. Otherwise, the material ordered will go directly to the member's unit. The online enrollment form automatically sends an email to the ESO/member when the course material is ordered through the form. The form allows the ESO to change the e-mail addresses on the enrollment form, but should always ensure theirs and the members business e-mail addresses are updated in Direct Access.

**Classified
Material**

Classified course material is the unit ESO's responsibility and must be secured in a GSA approved safe. While not mandatory, it is recommended it be entered into the unit's Classified Material Control system via the CMCO (Classified Materials Control Officer) to restrict access and lessen the chance of compromise. Classified material cannot be ordered using the ACGI-2100 Course Enrollment Online Form. Classified material can only be ordered by e-mail to CGI-PF-NRT_ESO_Emails@uscg.mil *[See ALCOAST 4509-05]*. Classified course materials must not be issued on sub-custody unless the member is aware of the requirements for handling classified material and has access to a GSA approved storage container.

Continued on next page.

**Ordering Course
Material/Training Videos
(Continued)**

**Section 3
Library Stocking Units**

Training Videos The CGI stocks training DVDs that can be ordered only by the ESOs. These DVD's are expendable items and may be ordered individually via the ACGI-2100 Online Form. The 2100 online order form can only be accessed through TACCTS. The CGI will send the DVD(s) to the address entered by the ESO. *[For Procedures on how to access and correctly fill out the ACGI-2100 Online Form through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

The training DVD's offered by the CGI are listed on the CGI's website at http://www.uscg.mil/hq/cgi/cgi/nrt/training_videos.asp.

The time length of these DVD's 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.

**Monthly
Inventory
Audits**

LSU's will perform a monthly inventory by the 5th of each month for the previous month. The LSU will review all EOCT(s) that are at the Unit and compare to the CGI inventory for that unit in TACCTS. All discrepancies must be reported through TACCTS. *[For Procedures on how complete monthly inventory through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

**Adding test to
LSU
Inventory**

LSU's needing to add an EOCT to their library should request the test through TACCTS using the "Add Issue" option. *[For Procedures on how to create an issue ticket through TACCTS, see SOP for TACCTS under the help link on the NRT TACCTS home page.]*

All EOCTs offered by the CGI are listed in the EOCT Course Information spreadsheet posted on the CGI's website at <http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf> or in CG Central within the Learning Tab under CGI, and in the ESO Procedures Guide Vol II. ESOs must be familiarized with all active/obsolete EOCTs list in the EOCT Course Information spreadsheet.

Continued on next page.

EOCT Audit

A unit-level EOCT accountability audit is required upon the disestablishment of the LSU. Upon disestablishment the ESO of the unit will:

- Create a TACCTS ticket announcing the disestablishment to the CGI.
 - Mail the library of EOCT on hand back to the CGI
 - If the unit is becoming a Non-library unit then:
 - Order test for members that are currently enrolled in a course at that unit.
-

**Updating LSU
EOCT
Inventory** The CGI notifies the ESO's of an obsolete EOCT via an informational bulletin, the CGI's website, and possible TACCTS broadcast message. The CGI forwards new editions of EOCT as applicable. The ESO should continue to administer earlier editions of EOCT until receipt of new editions. Obsolete EOCT's should be destroyed locally on their obsolete date. The member has until the day prior to the obsolete date to take the test. ESO's should verify the EOCT Course Information page on the CGI website listed below. This page shows which courses/EOCT's are on-line and which ones will have recently become obsolete.
<http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf>. The EOCT Course Information page should be verified no less than twice a month, because new test come online and test become obsolete frequently. If a complete course is going obsolete, then the member has until the day prior to the obsolete date to complete the course edition. Otherwise the ESO will need to order the new course edition "Course Material Only" on the ACGI-2100 Online Ordering form.

**Destruction of
obsolete
EOCT** All EOCT that become obsolete should be destroyed locally on the obsolete date. Confirm the obsolete date on the EOCT Information page on the CGI website <http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf>. Once the obsolete test is destroyed, please report the destruction of the test to the CGI via TACCTS. Also, each ESO must keep a unit destruction log. The EOCT Destruction Log is used to account for all EOCT's that have been destroyed by the ESO locally, by direction of the CGI. Use of an EOCT Destruction Log is mandatory in providing strict internal accountability of all EOCTs that have been destroyed. In the event of an EOCT loss, the Destruction Log could be used as part of the investigation. Figure 3-2 is an example of a destruction log that can be printed and used if desired.

Continued on next page.

**ACGI-2800
On-Line Answer
Sheet Form**

The ACGI-2800 Online Answer Sheet is an online electronic version of the paper based CGI-2800 Answer Sheet. This innovation assists ESO's in better time management of their responsibilities and a more expedient response to student test results. This method of taking EOCTs drastically reduces processing errors, delays in the U.S. mail and/or lost exams in the mail, and reduces pen and paper errors. Only LSU's are authorized to use the ACGI-2800 Online Answer Sheet.

Non-Library Units are currently **not** authorized at this time. The ACGI-2800 Online Answer Sheet Form can only be accessed through TACCTS. *[For procedures on how to access the ACGI-2800 Online Answer Sheet through TACCTS see SOP for TACCTS located under the help link on the NRT TACCTS home page]*

Note: When the ACGI-2800 Online Answer Sheet is accessed, if bubbles are already selected on the screen (ie. Filled in), scroll to the bottom of the screen and click on "Clear". This will clear all fields.

All LSU's must submit the ACGI-2800 On-Line Answer Sheet Form when an EOCT is administered. This form will automatically enroll the member in the EOCT, score the EOCT, generate course completion/failure letter, and disenroll the member from the course. The ESO and member have two options available:

- **Option #1:** Member is administered the EOCT with paper-based CGI-2800. Upon completion of exam, ESO or member may transfer the member's choices to online ACGI-2800 for electronic transfer to CGI. ESO holds paper-based CGI-2800 in order to ensure exam was scored and posted in Direct Access.
- **Option #2:** Student is allowed to input their answers directly on the ACGI-2800 Online Answer Sheet at the time of EOCT administration.

In lack of connectivity, alternate methods of submission are available by contacting the NRT Department at the CGI.

Continued on next page.

Administering an EOCT at a LSU (Continued)

Section 3 Library Stocking Units

Rotation

An EOCT 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 a test version rotation be followed.

Example: If test version 53 of an EOCT was previously administered to a member, test version 51 or 52 must be utilized as a subsequent examination.

The last test (form #) taken by the member is displayed in red on the ACGI-2800 Online Answer Sheet.

Retest Policy

To ensure a fair and equitable testing system, a member may not be retested on that EOCT until they meet the 21 day retest policy.

Example: A member who did not pass SK1 (test version 51) would not be eligible to take any of the SK1 test versions until 21 days has elapsed from initial test date.

Notification of EOCT Results

The ESO and member receive immediate e-mail notification of unofficial EOCT results when the EOCT is submitted on the ACGI-2800 On-Line Answer Sheet Form. ESOs and members must make sure their business e-mail addresses in Direct Access are current.

Official results will be posted in Direct Access one to five days after the EOCT has been submitted via the ACGI-2800 form. Test results are not posted in Direct Access on Fridays, weekends, and holidays.

Continued on next page.

Administering an EOCT at a LSU (Continued)

Section 3 Library Stocking Units

Administering EOCT to Members on TDY

A LSU is authorized to test members on Temporary Duty (TDY) whose permanent unit is also a LSU as long as the LSU has the test needed for that member. If not, the ESO can order the test needed through TACCTS. LSU should verify member's last EOCT series prior to administration of an EOCT (located on the ACGI-2800 online form).

A LSU is not authorized to test members on TDY whose permanent unit is NOT a library unit. However, a waiver to this can be requested by contacting the NRT Department at the CGI by phone or e-mail.

Continued on next page.

**Proctoring
Procedures**

The general guidelines for proctoring EOCT:

- One proctor per 20 students.
- Supply two #2 pencils and scratch paper to each examinee.
- Maneuvering boards, parallel rulers, log tables, and slide rules are authorized.
- Only non-programmable calculators are authorized but limited to the following functions: addition, subtraction, multiplication, division, percent, square root, decimal point, equals, memory store, memory recall, memory add, memory subtract. **All other calculators or functions are not authorized.**
- Read test instructions found on the inside cover page of the EOCT paying particular attention to timed tests and open/closed book restrictions.
- Proctor must be physically present throughout the EOCT and conduct the exam in accordance with EOCT package instruction.
- EOCT must be completed in one sitting.
- Check all pages of test booklets before and after tests for marks.
- Students taking an open book exam are authorized to use their CGI Correspondence Course material for reference only. 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)
- Scratch paper must be returned to the test examiner.
- Examinations should be conducted in a quiet area offering as few distractions as possible.
- Enlisted proctors must be senior to the examinee and no proctor may administer an EOCT to family members or relatives.
- No notes or copies of questions or answers shall be made or carried from testing room or used as a study or reference guide.

Continued on next page.

Administering an EOCT at a LSU (Continued)

Section 3 Library Stocking Units

Proctoring Procedures (Cont.)

- For missing pages or illegible portions, the student must first complete the answer sheet to the best of their ability and leave the missing or illegible questions blank.
 - The ESO must return the EOCT with a CG Memo indicating problem.
 - Under no circumstances may an EOCT be administered orally, on the rare occasion when this is necessary, all requests for orally administering EOCTs to members with a medically documented case of a learning disability must be approved by CG 132 thru the CGI. Units must provide medical documentation attesting to the learning disability along with command endorsement. Request must be submitted via CG memo stipulating all facts surrounding circumstances. Once approved, the ESO must use the same tone of voice throughout the administration of the EOCT.
 - Ensure student data is correct in blocks 1-7 of CGI-2800 form and answers are darkened thoroughly. (for transferring from paper to electronic answer sheet) (LSU's only)
 - The designated ESO's and Proctors are ineligible to test on CGI examinations within six months of administering a particular examination or the expiration of their respective appointment. This may be waived in by the Commanding Officer, Coast Guard Institute. EOCT may be administered by an alternate ESO or designated proctor. This should be command scrutinized regarding the Deck Watch Officer Exam and Renewal.
 - An EOCT may not be administered to any individual other than specifically identified on the label affixed to the EOCT.
 - EOCT challenged questions should be emailed using the form provided on the CGI's website.
http://www.uscg.mil/hq/cg1/cgi/nrt/eoct_challenge.asp
-

SECTION 4: NON-LIBRARY UNITS

Ordering Course Material/EOCT/Training Videos

Overview

A Non-Library Unit is a unit that orders individual test for specific members at that unit. The test are held and proctored by the ESO of the unit.

ACGI-2100 Online Ordering Form

Course material, EOCT and Training Videos for non-library unit personnel must be ordered via the ACGI-2100 Online Ordering Form. The ACGI-2100 Online Ordering Form can only be accessed through TACCTS. *[For Procedures on how access the ACGI-2100 form through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

The address section for the course material (not the EOCT) on the ACGI-2100 Online Ordering Form can be modified to send to their home address, if needed or any address desired for that member. Otherwise, the course material ordered will go directly to the members unit. 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. The EOCT can be ordered at the time when the member enrolls in the course or it can be ordered at a later date when the member is ready to take the EOCT. Do not order an EOCT for a member within 30 days of their PCS departure from the unit. The online enrollment form automatically sends an email to the ESO and member when the course material is ordered through the form. The form allows the ESO to change the e-mail addresses on the enrollment form, but should always ensure theirs and the members business e-mail addresses are updated in Direct Access.

Continued on next page.

Ordering Course Material/EOCT/Training Videos (Continued)

Section 4 Non-Library Units

ACGI-2100 Online Ordering Form (Cont.)

If a member does not pass the first EOCT, a second EOCT is automatically sent to the POPFAC. If the second EOCT is failed, all subsequent EOCT's must be ordered individually via the ACGI-2100. All EOCTs must be administered before the test cancellation date found on the top right hand corner of the address label.

EOCTs offered by the CGI are listed in the EOCT Course Information page posted on the CGI's website at <http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf>, or in CG Central within the Learning Tab under CGI and in the ESO Procedures Guide Vol II, List of Correspondence Courses.

Classified Material

Classified course material is the unit ESO's responsibility and must be secured in a GSA approved safe. While not mandatory, it is recommended it be entered into the unit's Classified Material Control system via the CMCO (Classified Materials Control Officer) to restrict access and lessen the chance of compromise. Classified material cannot be ordered using the ACGI-2100 Course Enrollment Online Form. Classified material can only be ordered by e-mail to CGI-PF-NRT_ESO_Emails@uscg.mil [See ALCOAST 4509-05]. Classified course materials must not be issued on sub-custody unless the student is aware of the requirements for handling classified material and has access to a GSA approved storage container.

Training Videos

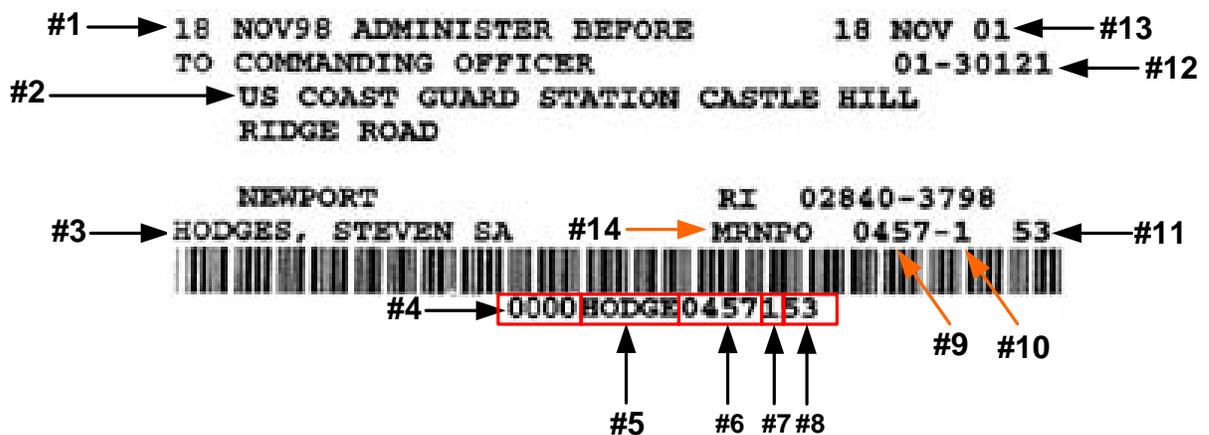
The CGI stocks training DVDs that can be ordered only by the ESOs. These DVDs are expendable items and may be ordered individually via the ACGI-2100 Online Form. The 2100 online order form can only be accessed through TACCTS. The CGI will send the DVD(s) to the address entered by the ESO.

[For Procedures on how to access and correctly fill out the ACGI-2100 Online Form through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]

The training DVD's offered by the CGI are listed on the CGI's website at http://www.uscg.mil/hq/cgi/Non-rsident_Training/appendix.html.

The time length of these DVDs 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 DVDs should be incorporated as a supplement to the unit's overall training program.

Introduction EOCTs are packaged in a fully-sealed clear plastic envelope, perforated on one side or down the middle. The EOCT label is placed on the front of the test. This adhesive label has important information about the test and student. ESOs are required to compare EOCT address label and enclosed test booklet for proper validation.



#1	Date the EOCT was ordered.
#2	Parent Operating Facility address
#3	Name and rate of the student
#4	Last four of the student SSN
#5	Student last name
#6	Course Code
#7	Course Edition
#8	Test form number
#9	Course Code
#10	Course Edition
#11	Test form number
#12	Parent Operating Facility number
#13	Automatic disenrolled for inactivity date
#14	Course short title

Figure 4-1. EOCT Label

Continued on next page.

EOCT Package/Storage (Continued)

Section 4 Non-Library Units

Package Contents	EOCT package contains the EOCT cover letter (which is stapled to the EOCT) and the correspondence course answer sheet (CGI-2800 form).
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EOCT Storage	<p>The following rules apply for safeguarding EOCTs:</p> <ul style="list-style-type: none">• If applicable, store Classified EOCT material in accordance with existing security regulations in a GSA approved safe.• Unclassified EOCT material should be stored in a safe. Locked filing cabinets/desks are discouraged for storage of EOCT material. However, if it's necessary to store EOCT material in a locked filing cabinet/desk, the ESO must use extreme caution and always be very aware of possible tampering of EOCT material. All attempts should be made to store EOCT in a safe.• Do not store an unclassified EOCT in a container to which anyone other than the ESO/Alternate ESO/OIC/Commanding Officer may have access.• Restrict all personnel (not specifically authorized) from accessing safes, locked cabinets or locked desks containing EOCT.• Unauthorized possession of any EOCT is punishable under articles 92 and 134, Uniform Code of Military Justice.• No examinee may have access to any End-of-Course test.
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CGI-2800 Answer Sheet

Enter all information with extreme care on the CGI-2800 Answer Sheet and use a #2 pencil only. See Figure 4-2 is an example of the CGI-2800 Answer sheet. An optical form reader reads the answer sheet. The results depend on the quality and accuracy of the information on the answer sheet. All student information is taken from the EOCT label and should be transcribed to the answer sheet accurately, even if the label information (such as ssn) is in error. If this occurs, the ESO should include a brief CG Memo pointing out the discrepancy. Prepare a CG Memo outlining the discrepancy and mail with the EOCT package. General instructions for completing the CGI-2800 answer sheet:

- **Name:** Print full name, last name first.
- **Rank/Rate:** Print current rank/rate.
- **Course Title:** Indicate short title and edition of course (found on EOCT label).
- **Present Unit Address:** Print name, address, and zip code of unit.
- **Social Security Number:** Enter the social security number appearing on the EOCT label (with no dashes), completely darkening the corresponding circles below each block.
- **OPFAC Number:** Enter the operating facility of unit, completely darkening the corresponding circles below each block.
- **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 label or EOCT booklet cover.
- **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 label or EOCT booklet cover.

Continued on next page.

Administering an EOCT at a Non Library Unit (Continued)

Section 4 Non-Library Units

CGI-2800 Answer Sheet (Cont.)

- **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.
 - **Responses:** Students mark only ONE ANSWER FOR EACH QUESTION. Two darkened responses to the same question result in a wrong answer.
-

Rotation

To ensure a fair and equitable testing system, a member may not be retested on a particular EOCT until they have met the 21 day retest policy. An EOCT 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 adhered to.

Example: If test version 53 of an EOCT was previously administered to a member, test versions 51 or 52 must be utilized as a subsequent examination.

The last test (form #) taken by the member is displayed on the EOCT Log maintained by the ESO held at the unit. *[Procedures for EOCT log are located in Section 4 of this manual]*

Continued on next page.

Administering an EOCT at a Non Library Unit (Continued)

Section 4 Non-Library Units

HOMELAND SECURITY UNITED STATES COAST GUARD FORM CGI - 2800 (1-99)	UNITED STATES COAST GUARD INSTITUTE CORRESPONDENCE COURSE ANSWER SHEET																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																		
STUDENTS: Fill in blanks completely. Make your marks with a No.2 black lead pencil. Enter in the designated blocks your social security number, course code number, edition of course book, lesson or test number, and OPFAC number. Next carefully fill in the numbers opposite the blocks you have just marked. Answer spaces are arranged in vertical sequence. Make only one mark to answer one question. To avoid erasures, at first mark your selection lightly or with a small dot. Then, after you are satisfied no changes will be made, darken circles carefully.	EXAMPLE: WRONG 1 (A) (X) () () () WRONG 2 (A) (X) () () () WRONG 3 (A) () (X) () () RIGHT 4 (A) () () (X) ()		Name _____ (last) _____ (first) _____ (middle) Rank/Rate _____ Course title _____ Present unit address: _____ _____ _____ Zip Code _____																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
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Figure 4-2. CGI-2800

Administering an EOCT at a Non Library Unit (Continued)

Section 4 Non-Library Units

Proctoring Procedures

The general guidelines for proctoring EOCT:

- One proctor per 20 students.
- Supply two #2 pencils and scratch paper to the examinee.
- Maneuvering boards, parallel rulers, log tables, and slide rules are authorized.
- Only non-programmable calculators are authorized but limited to the following functions: addition, subtraction, multiplication, division, percent, square root, decimal point, equals, memory store, memory recall, memory add, memory subtract. **All other calculators or functions are not authorized.**
- Read test instructions found on the inside cover page of the EOCT paying particular attention to timed tests and open/closed book restrictions.
- Proctor must be physically present throughout the EOCT and conduct the exam in accordance with EOCT package instruction.
- EOCT must be completed in one sitting.
- Check all pages of test booklets before and after tests for marks.
- Students who are taking an open book exam are only authorized to use their CGI Correspondence Course material for reference only. 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)
- Scratch paper must be returned to the text examiner.
- Examinations should be conducted in a quiet area offering as few distractions as possible.
- Enlisted proctors must be senior to the examinee and no proctor may administer an EOCT to family members or relatives.
- No notes or copies of questions or answers shall be made or carried from testing room or used as a study or reference guide.

Continued on next page.

Administering an EOCT at a Non Library Unit (Continued)

Section 4 Non-Library Units

Proctoring Procedures (Cont.)

- For missing pages or illegible portions, the student must first complete the answer sheet to the best of their ability and leave the missing or illegible questions blank.
- The ESO must return the EOCT with a CG Memo indicating problem.
- Under no circumstances may an EOCT be administered orally, on the rare occasion when this is necessary, all requests for orally administering EOCTs to members with a medically documented case of a learning disability must be approved by CG 132 thru the CGI. Units must provide medical documentation attesting to the learning disability along with command endorsement. Request must be submitted via CG memo stipulating all facts surrounding circumstances. Once approved, the ESO must use the same tone of voice throughout the administration of the EOCT.
- Ensure student data is correct in blocks 1-7 of CGI-2800 form and answers are darkened thoroughly. (for transferring from paper to electronic answer sheet) (LSU's only)
- The designated ESO's and Proctors are ineligible to test on CGI examinations within six months of administering a particular examination or the expiration of their respective appointment. This may be waived in by the Commanding Officer, Coast Guard Institute. EOCT may be administered by an alternate ESO or designated proctor. This should be command scrutinized regarding the Deck Watch Officer Exam and Renewal.
- An EOCT may not be administered to any individual other than specifically identified on the label affixed to the EOCT.
- EOCT challenged questions should be emailed using the form provided on the CGI's website.
http://www.uscg.mil/hq/cgi/Non-Resident_Training/EOCT_challenge.html

Continued on next page.

Non Library Unit Course/EOCT Disenrollment

Section 4 Non-Library Units

Overview

There are two types of disenrollment:

- Automatic
 - Requested
-

Automatic Disenrollment

There are three reasons of automatic disenrollment:

- Satisfactory course completion. The student will receive a course completion letter via the student's OPFAC/ESO. The unit Student Status Report (CGI-2430) will reflect the completion date and that information will be uploaded to Direct Access.
 - Failure to complete the course within the maximum time limit. The student will receive a post card via the student's OPFAC/ESO. The unit's Student Status Report (CGI-2430) will reflect the disenrollment.
 - Course edition becomes obsolete. When a course edition becomes obsolete, the student will receive a postcard of notification. The unit's Student Status Report (CGI-2430) will reflect the disenrollment.
-

Requesting Disenrollment

The ESO must return the EOCT to the CGI marked "DIS". The student will be notified of disenrollment by postcard via OPFAC/ESO. The Student Status Report will reflect the disenrollment.

Obsolete Courses/EOCT for Non Library Units

Section 4 Non-Library Units

Disenrollment of EOCT A student may face automatic disenrollment before expiration of the EOCT if the course or EOCT goes obsolete or a new edition is developed.

Obsolete Courses/EOCT The CGI will notify the ESOs of an obsolete Courses/EOCT via an informational bulletin, the CGI's website, and possible TACCTS broadcast message. The student has until the day prior to the obsolete date to complete the course edition.

ESOs should verify the EOCT Information page on the CGI's website <http://www.uscg.mil/hq/cgi/downloads/EOCT.pdf>. This page shows the current courses/EOCTs and which courses/EOCT will become or have recently become obsolete. The ESO should verify the EOCT Information page no less than twice a month, courses and test go obsolete frequently.

Under no circumstances will a member be automatically enrolled in any new course material/EOCT.

- If the course code remains the same but the test version changes, the ESO must request in test only through the ACGI-2100 Online Ordering Form.

Example: Course code 0216-1 does not change, but test versions change from 51/52/53 to 54/55/56.

- If the course code changes, then the ESO must enroll the member in the new course and test. Unless the member completes the course before the obsolete date.

Example: Course code 0216-1 changes to 0217

All EOCT that become obsolete should be mailed back to the CGI for disenrollment. The ESO must request the new test only through the ACGI-2100 Online Ordering Form. Once the test is returned to the CGI allow 5 days for processing before new test is ordered.

Monthly Inventory Audits

Non-Library Units will perform a monthly inventory by the 5th of each month for the previous month. The ESO will review all EOCT(s) that are at the Unit and compare to the CGI inventory for that unit in TACCTS. All discrepancies must be reported through TACCTS. *[For Procedures on how complete monthly inventory for a Non-Library Unit through TACCTS see SOP for TACCTS under the help link on the NRT TACCTS home page]*

EOCT Log

Using an EOCT inventory provides strict internal accountability of all EOCTs. **It is mandatory for all units holding EOCTs.** In the event of an EOCT loss, EOCT logs must be mailed to CGI as part of the investigation. There two examples in this section that can be used as an EOCT log. Table 4-1 documents EOCT information by chronological event. Table 4-2 documents EOCT information by member. The ESO may choose which type of log to use.

Destruction Log

Using an EOCT Destruction Log is mandatory in providing strict internal accountability of all EOCTs that have been destroyed locally. The only time a test should be destroyed at a Non-library unit is at the direction of the CGI. In the event of an EOCT loss, the Destruction Log could be used as part of the investigation. Report all destroyed EOCT though TACCTS, using the “Add Issue” option. *[Procedures on how to navigate through TACCTS are located under the help link on the NRT home page]* See Table 4-3 for an example of a Destruction Log.

Continued on next page.

Marking EOCT It is the responsibility of the ESO at the POPFAC to label the EOCT that is being mailed to the CGI and to enter information in the EOCT Log. Mark all EOCT as with one of the three available abbreviations: ADM, RNA, and DIS.

- **ADM** – Indicates the EOCT was **Administered** and the CGI grades and posted results in Direct Access.
 - **RNA** – Indicates that the EOCT is **Returned Not Administered**. This is normally used for tests that go obsolete. The student will remain enrolled in the course, but the new test will need to be requested. Ensure the clear cellophane EOCT package remains unopened.
 - **DIS** – Indicates that the ESO is requesting the CGI **Disenroll** the student. Ensure the clear cellophane EOCT package remains unopened.
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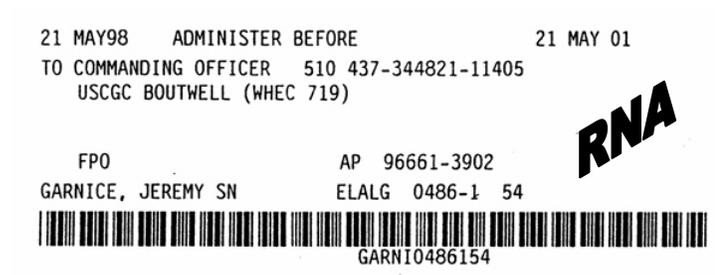


Figure 4-3. Marked EOCT Label

Mailing Requirements

Section 4 Non-Library Units

Packaging Double envelopes are required for mailing of all EOCTs. The proper placement of the registered number on the mailing envelope is above the address and to the right of the return address. The inner envelope must be annotated as "TO BE OPENED BY PERSONEL AUTHORIZED TO HANDLE TESTING MATERIAL". Please follow the shipping procedures below when returning test/course materials.

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

Unclassified Material All unclassified EOCTs are to be returned "First Class" Mail. If the envelope does not state "First Class" then the U.S. Postal Service handles the package as "Third Class" mail and extended delays may be anticipated. It is recommended that six or more unclassified EOCT mailed simultaneously be mailed "Registered" mail

Classified All Classified course material shall be destroyed by the units CMCO, not returned to the CGI.

Mailing Address All EOCT that are being mailed back to the CGI, should be mailed to
Commanding Officer (nrt)
5900 SW 64thSt., Room 235,
Oklahoma City, OK. 73169-6999.

Non Resident Training Department may also be reached by phone at (405) 954-2437.
