

# Education and Training Quota Management

## Tuition Assistance FAQ Guide



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## General Information

### COVID 19 Updates

As COVID 19 conditions pursue, ETQC continues to have limited access to our customer service phone line. Accordingly, all customer service inquiries related to Tuition Assistance (TA) shall be emailed to [ETQC-SMB-TAG@USCG.MIL](mailto:ETQC-SMB-TAG@USCG.MIL)

### Who is my ESO?

Your Education Services Officer (ESO) is a key player in providing educational resources and assisting service members in making critical decisions. ESO's also assist service members to continue their education and provides the ladder for educational progress throughout their career.

Discover who your ESO is by visiting the [ESO Master Spreadsheet can be found here](#) (CAC Enabled). The all-encompassing list contains a list of Full time and Collateral Duty ESO's located at or near your unit.

### ESO Assistance

The Education Services Officer (ESO) is a key player in providing educational resources and assisting members in making critical decisions. ESO's take pride in assisting members with continuing education and provides a ladder for educational progress throughout their career. Your ESO will assist with:

1. Helping members identify resources to aid academic decisions and provide guidance on how to submit your TA application for approval. There is also a user manual in [MyCG Ed](#) that will aid in the submission of your TA application.
2. Assist members in interpreting interest inventories and other tools (e.g., [TA Career Decide](#)) to aid the member with education and professional goals.
3. Aiding members in understanding their Joint Service Transcript, and how to monitor it for accuracy. Explain the difference between traditional and non-traditional credits.
4. The review of official the degree plans and point statement (SELRES). Once approved the member uploads the degree plan in [MyCG Ed](#). ETQC will review submitted degree plan and TA request (and reserve point statement for Reserve personnel). This will clear the eligibility notices in [MyCG Ed](#). Upon receipt of the MyCG Ed TA link, the ESO will review your request against the degree plan uploaded and verify command approval has been received. Next, if all items are valid, the ESO will approve TA request and the

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application is forwarded to ETQC for adjudication.

**Note:** Once you have decided on an academic institution and are preparing to register for class you will need to obtain command approval for the use of TA. When submitting the TA application, it is imperative to use all available picklists in [MyCG Ed](#) when applying for TA to avoid errors.

### Command Responsibility

Supervisors/Department Heads shall validate that a member meets the eligibility found within the current ALCOAST. Additionally, commands are reminded to:

1. Encourage members to seek ESO counseling when applicable.
2. Monitor eligibility compliance for current and future TA users.
3. Establish sufficient timelines to ensure adequate time to fully process TA application.
4. Ensure unit members are aware of the latest ([TA policy released via ALCAOST](#)).
5. The following criteria (as found in the current TA ALCOAST) shall be validated as part of the TA eligibility screening process:
  - a. Satisfactory progress toward completion of unit qualifications.
  - b. Satisfactory progress toward watch station qualifications.
  - c. Satisfactory proficiency of craft.
  - d. Satisfactory conduct during the previous six (6) months prior to TA application.
  - e. Review & verify accuracy of JST Transcript & submit to school for evaluation.

**Note:** Supervisors/Department Heads shall monitor their member's compliance for Tuition Assistance. Designated Command Approvers shall work with Supervisors/Department Heads to ensure members meet eligibility requirements are met.

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### Contact info for ETQC

To expedite all inquiries, questions, and concerns in the timeliest manner, it is critical that you use the applicable SMB.

**Note:** All inquiries submitted to a single POC will be forwarded to the SMB as a new request and subsequently answered in the order it was received.

Tuition Assistance and Grants: [ETQC-SMB-TAG@USCG.MIL](mailto:ETQC-SMB-TAG@USCG.MIL)

Credentialing Assistance: [ETQC-SMB-CGCOOL@USCG.MIL](mailto:ETQC-SMB-CGCOOL@USCG.MIL)

Registrar Services: [ETQC-SMB-RO@USCG.MIL](mailto:ETQC-SMB-RO@USCG.MIL)

Course Support and Testing: [ETQC-SMB-CST@USCG.MIL](mailto:ETQC-SMB-CST@USCG.MIL)

### Tuition Assistance Policy

#### Policy

The following policy sources apply to the TA program:

1. Latest Coast Guard TA [ACN 112/20](#) and [ACN 028/21](#).
2. Performance, Training, and Education Manual, [COMDTINST M1500.10 \(series\)](#)
3. Reserve Policy Manual, [COMDTINST M1001.28 \(series\)](#)
4. Voluntary Education Programs, [DoD Instruction \(DoDI\) 1322.25 \(series\)](#)

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## General TA Procedures, Eligibility and Counseling

### TA Eligibility & Counseling

Tuition Assistance (TA) is authorized for Active Duty military and Reserve members affiliated with the Selected Reserve (SELRES).

**Note:** Members of SELRES must be drilling reservists with satisfactory progress in the current anniversary year **and** have met the participation standards for the previous anniversary year.

### Member's Responsibility and TA

Members seeking to use TA is responsible for validating that they meet all of the eligibility requirements prior to applying for TA. Additionally:

1. Seek counseling from your local ESO as needed to assist with making the right educational decision. [TA Career Decide](#) is another great resource to help make an informed decision on school selection and educational program.
2. It is imperative that you thoroughly read current [ACN 112/20 and ACN 028/21](#) (CAC Enabled) prior to application submission. Degrees at the same or lower level than you already have are not authorized.
3. Submit your TA application (one course per application) to your Command Approver up to 90 days prior to class start date, no later than 14 days prior to the course start date.
4. Upload all applicable documents required for TA approval (e.g., degree plan and point statement if SELRES).
5. Log back into [MyCG Ed](#), print your TA authorization and send to academic institution.

**Note:** Members should never start a class without an approved TA AUTHORIZATION in hand. Starting a class without an approved authorization is at the member's expense.

6. Ensure finalize grades are posted in MyCG Ed within 3 weeks of course completion. If your academic institution is unsure how to post grades or invoice, the information can be found here.

**Note:** If you receive notifications from the below email addresses, respond and submit the appropriate documentation.

ETQC-SMB-TAG@USCG.MIL  
sfly\_ncmis\_mgmt\_ofc@navy.mil

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### Reserve Eligibility

In accordance with Reserve Policy Manual, [COMDTINST M1001.28 \(series\)](#), members of SELRES must be drilling reservists with satisfactory progress in the **current anniversary year** and meet the participation standards for the **previous anniversary year**.

Reserve members affiliated with the Selected Reserve (SELRES) must upload a current point statement in [MyCG Ed](#) for ETQC to verify satisfactory progress in the current anniversary year and confirm that the member has met the participation standards for the previous anniversary year.

**Note: Point statements must be uploaded every anniversary year to validate eligibility.**

Accessing your point statement requires you to log into CG Direct Access. Next, following the breadcrumbs are applicable.

[CG Direct Access](#) -> Self Service -> View -> Point Statement -> Print to Adobe -> Upload to [MyCG Ed](#).

**Note:** the document must be in a PDF format. [MyCG Ed](#) does not accept screenshots

ETQC will verify compliance with participation standards.

### Active Duty and SELRES Officer Obligation

Officers (active duty or SELRES) have different service requirements.

Officers must complete two-year service upon completion of the course. Officers who use CG Tuition Assistance incur obligated service in exchange for their participation in the program. Specifically, Officers agree not to request release, separation, retirement or termination off SELRES status for 24 months (48 months for SELRES) following the course completion date of the last course funded by CG Tuition Assistance. This service obligation is no different than that incurred for Advanced Education, Senior Service School, PCS Orders, Promotion, Aircraft Transition, etc.

Officers that request release, separation, retirement or termination off SELRES prior to completing their two year obligated service requirement will have their CG Tuition Assistance prorated in full months for repayment for service not completed as mandated by 10 U.S.C. 2007 and 37 U.S.C. 303a.

**NOTE:** If member is going to RELAD and provides documentation showing that they will be in the SELRES with no break in service, then CG Tuition Assistance authorized course(s) may begin in active duty status and be completed in SELRES status.

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### Enlisted Members and End of Enlistment (EAOS)

Enlisted members must complete the CG Tuition Assistance authorized course(s) on or prior to release from active duty (RELAD), discharge, or retirement. The same applies for reserve members that are changing components.

**Note:** If member is going to RELAD and provides documentation showing that they will be in the SELRES with no break in service, then CG Tuition Assistance authorized course(s) may begin in active duty status and be completed in SELRES status.

**Note:** To update your EAOS in [MyCG Ed](#), submit one of the following documents to [ETQC](#):

- a. Executed reenlistment or extension contract.
- b. [CG Direct Access](#) (DA) MBR information sheet (DA: Self Service -> Tasks -> Member information).
- c. [ESS from the CG Portal](#) (CAC Enabled)

**Note:** ETQC cannot change the EAOS with a Career Intentions Worksheet

### Authorized Courses

Tuition Assistance is authorized for courses leading to the first certificate, Associate, Bachelor, and Master's degree. Tuition Assistance is NOT authorized for prerequisite / bridge courses that are at a level lower than the degree you currently hold (i.e. members with a conferred Bachelor's degree may not use TA to cover any additional bachelor level courses that may be required prior to full acceptance to a desired Master's level degree program).

### Application Submission & Timelines

All TA applications must be submitted electronically via [MyCG Ed](#). **You can submit TA Applications up to 90 days prior to the class start date, AND command approved no later than 14 days prior to the course start date.** Review the [user manual in MyCG Ed](#) for assistance with completing the TA Application.

**Member must establish a plan for completion of a degree or certificate program with their ESO's.**

**Note:** As a reminder, it is imperative to review all available picklists in [MyCG Ed](#) when applying for TA to avoid errors.

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### How to maximize funding and life time credits

Starting from the beginning, it is extremely important to establish a plan to complete your degree or certificate. It is not a requirement that you choose a related degree, however you can degree shop in [JST](#). Additionally, utilizing the [CLEP/DSST Testing programs](#) you can also earn you credit towards your degree. If can maximize transfer credits from your [JST](#) and the CLEP/DSST programs, you may be able to use TA to fund through your Bachelor's Degree, Certificate program, and Master's degree. Contact your ESO for assistance with outlining a strong plan.

### Earned Degrees and Pre-requisite Courses

TA is not authorized to pursue a degree at the same or lower level than you already hold, regardless of how you obtained it.

Tuition Assistance is NOT authorized for prerequisite / bridge courses that are at the same or lower level lower than the degree you currently hold (i.e. member with a conferred Bachelor's degree may not use TA to cover any additional bachelor level courses that may be required prior to full acceptance to a desired Master's level degree program.

### Academic Certificate Program

#### Certificate funding

Academic certificates are short term investments in your professional development. Certificates typically involve taking four to six college courses to develop subject matter expertise in a particular field. They can be earned at the undergraduate and graduate level. Many times, the courses completed for the certificate can be applied toward an Associate's, Bachelor's, or Master's degree. Examples include certificates in Leadership and Ethics, Project Management, Resource Sustainability, Logistics, and Technical Writing to name a few.

The Coast Guard's Tuition Assistance (TA) program will fund academic courses leading to a certificate from approved colleges/universities regardless if you already have an Associates or Bachelor's degree. The academic institution must be a signatory of the [DOD MOU](#).

Members who hold a Master's degree or higher is not authorized to use TA to pursue a certificate.

**Note:** Certificate programs will count towards your life time TA credits and will be authorized based on current policy's funding caps. Certificates earned from completing course requirements, as part of a degree program and indicated on a member's degree plan, does not count toward the first certificate.

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### Degree Plans, Substitution Courses, and Transfer Credits

#### Degree Plans

Degree Plans are required after the completion of a second course or 6 semester hours funded by TA.

Students can typically find the degree plans in their student portal: sometimes it's labeled as the program evaluation. Print to adobe and upload in [MyCG Ed](#). If your school does not have the degree plan or program evaluation online, upload a memo from your academic advisor that includes the following information:

**Degree Plans MUST be legible in a PDF format and include the following items:**

- Printed student name
- Name of the school/institution
- Degree/certificate level
- All courses required for completion

Please contact your ESO if you have any further questions.

#### Substitution Courses and Transfer Credits

In the event a member is planning to take courses at another academic institution and the courses do not appear on the approved degree plan. Please upload official correspondence from that the credits will be accepted and applied to the current degree plan.

### Tuition Assistance Vouchers: Corrections and Cancellations

#### TA Voucher correction:

It is the member's responsibility to report any changes or corrections needed for their Tuition Assistance Authorization to their ESO in a timely manner as applicable. Failure to do so may result in a delay of approval for future TA request, delay your schools ability to invoice or report final grades, and more severe—collections proceedings against the member.

To make voucher corrections, send an email to [ETQC](#) and the email must include the following:

1. Your Full Name
2. TA Document #
3. What needs to be corrected (ie: I dropped CCS100 and am replacing it with ENG101 - English Composition I. The start and end dates are the same.)

**Note: Be clear and specific with your correction. Provide as much detail as you can.**

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Once corrected, ETQC will acknowledge the correction via a reply to your email. It is the member's responsibility to ensure their school receives a copy of the updated voucher.

### TA Voucher Cancellation

If a member is no longer participating in a registered course, it is their responsibility to initiate the cancellation process for their TA voucher.

To cancel a TA application, send an email to [ETQC](#) and the email must include the following:

1. Your Full Name:
2. TA Document #
3. Cancellations after the course start date require supporting documentation from the academic institution. You can attach the supporting documentation to this ticket.

Once cancelled, ETQC will acknowledge the cancellation via a reply to your email.

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## Grades and GPA

### Missing Grades

Please submit a ticket via the **issue tracker** and upload an unofficial transcript showing the grade.

Note: If you cancelled or dropped the class, please provide supporting documentation.

### Collectable grades

The following are considered “Collectable Grades” and require repayment: (D) and (F) grades, any non-passing grade, (C) grades for graduate level Incomplete, (I) grades in effect longer than six months, and voluntary withdrawal (W) grades.

In the event a collectable grade is reimbursed with the Navy the class will not count towards the FY cap once the course is fully repaid.

**Note:** In the event a service member has collectable grades: (D) and (F) grades, any non-passing grade, (C) grades for graduate level – TA **cannot** be used to retake the same course again.

### GPA is below 3.00 for Graduate and 2.00 for under graduate

**Graduate students** whose academic average for previous 12 semester hours is less than a grade of “B” (i.e., less than 3.0 on a 4.0 scale).

- a. Reinstatement Procedures: The member must increase the GPA to a 3.0 or higher. The member must forward the grade report showing a GPA of at least 3.0 or higher for all courses to the ETQC TAG division.
- b. Members will not be authorized additional TA until documentation is provided showing a 3.0 GPA or higher. Additionally, members can expect to use their own funds or find alternative funding sources for subsequent courses necessary to meet this requirement.

**Undergraduate students** whose average GPA is less than 2.0 (on a 4.0 scale) for the previous 12 semester hours completed under CG Tuition Assistance.

- a. Reinstatement Procedures: The member must increase the GPA to a 2.0 or higher. An unofficial transcript from the Academic Institution will suffice to raise the grade report showing a GPA of at least 2.0 or higher for all courses to the ETQC TAG division.
- b. Members will not be authorized additional CG Tuition Assistance until documentation is provided showing a 2.0 GPA or higher. Additionally, members can expect to use their own funds or find alternative funding sources for subsequent courses necessary to meet this requirement.

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## Waiver

### Waiver Procedures

Under special circumstances, ETQC may grant a waiver to TA policies and procedures. However, waivers are situational and will only be considered for valid reasons.

You can **always** submit a waiver by virtue of due process; however, be advised that the final decision is made by Commander, ETQC and requires extenuating circumstances. Requesting a waiver does not guarantee approval. All requests are reviewed with the individual circumstances considered for due process. Each situation is considered on its own merit.

**Waivers are not accepted for failing to meet the 14 day deadline.**

Acceptable Reasons:

- a. Operational Necessity. An operational commitment that leads to the student failing, withdrawing after the drop date, or receiving an incomplete in the course.
- b. Personal Emergency. Emergency leave that leads to the student failing, withdrawing after drop date, or receiving an incomplete in the course. Illness or hospitalization must be verified by a medical officer's statement; all other reasons must be verified by a member of the student's unit command cadre.

Any waiver package submitted for this reason will need to have supporting documentation. Please Note, if a package is being submitted for an illness or hospitalization, the Coast Guard ETQC will ask for a reason and require supporting medical documentation. If a member does not wish to disclose this information under the HIPPA law, we may not have the required information necessary to make a favorable determination. This is a member's personal choice whether or not they want to provide the required documentation necessary for a debt to be waived.

**Note:** Members shall exhaust all efforts to resolve course(s)/tuition related concerns through their school before submitting a waiver to the ETQC. If the member is unsuccessful in resolving their issue with the school, the member may proceed with a waiver through the ETQC.

**Do not submit a waiver to the Navy.**

**Additional Information can be found under on the portal (CAC Enabled).**

## Credentialing Assistance (CG COOL)

The Credentialing Assistance (CA) program will fund certifications and licenses from public and private agencies and organizations (NOT academic institutions). If you are interested in a

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vocational certification or license, visit the [CG COOL site](#) or [ETQC portal site](#) for more information.

For questions about Credentialing Assistance (CA), visit the [CG COOL site](#), [ETQC portal site](#), or send email to [ETQC-SMB-CGCOOL@USCG.MIL](mailto:ETQC-SMB-CGCOOL@USCG.MIL) for assistance.