

Marine Corps Institute Procedures Manual



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INTRODUCTION

TRAINING AND EDUCATION FOR MARINES

Background

Training Courses

MCI offers distance training and education products and non-MOS specific courses to Marines.

- Distance training courses, also called the *red books*, help Marines improve their technical job performance skills.
 - Upon successful completion of a distance-training course, a Marine receives a completion certificate.
-

Distance Professional Military Education Programs (DPME)

MCI also offers distance professional military education programs to Marine NCOs, SNCOs, and officers. Like the *redbooks*, DPME materials are intended for distance learning (DL) purposes.

- Each distance education program usually consists of several individual courses.
 - On completion of each course, a student receives a completion certificate.
 - Upon successful completion of all courses within a DPME program, a student receives a program diploma.
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Importance of Enrollment

An enrollment is

- The first step a Marine takes in getting either the technical training or DPME that MCI offers.
 - More than just requesting a course. It requires a concerted effort; you, the student, and the training NCO working together.
-

The Learning Marine

Focus on the Student

Marine Corps training and education is shifting from traditional instructional modes, such as the classroom and lecture, to new **cutting edge** distance learning. Besides the traditional classroom and correspondence course, Marines will be able to take courses from a CD-ROM or on the Internet.

This idea of Marines learning on their own, at the place and time of their choosing, puts the responsibility for each Marine's education and training on the Marine. It changes the basic concept of who controls the learning environment.

Active, not Passive

Learning is an active, not a passive experience—this is key to the idea of the learning Marine. Two critical issues are part of the learning Marine:

- Marines take responsibility for their learning.
- Training and education takes place beyond the walls of the traditional classroom.

To implement this concept, Marines and commanders have to think and be flexible, keeping in mind that the learning environment truly belongs to the individual Marine.

Marine Corps Learning System

Operationally, Marine Corps training has been reconfigured in a new structure called the Marine Corps Learning System (MCLS). Under the MCLS, resident instruction and distance training are combined into a tightly integrated curriculum.

At the top of the MCLS is the Marine Corps Distance Learning Center determining requirements, establishing standards, and formulating distance training policy. Other organizations of the MCLS include resident schools and Learning Resource Centers, many of which draw their resources and organizations from the current Marine Corps training structure.

MCI and the MCLS

Traditional

Within the MCLS, the Marine Corps Institute (MCI) currently retains its traditional distance learning function of developing and distributing MOS correspondence courses and professional military distance education programs.

- Commanders, training NCOs, and Marines turn to MCI for administrative guidance on managing MCI programs, issuing course materials, tracking enrollments, grading examinations, etc.
 - Telephonic and direct service walk-ins together with e-mail messages are still ways to get help on administrative matters from MCI. The key MCI organizational element for customer service remains the Student Service Division (SSD).
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CHAPTER 1

ENROLLING IN MCI COURSES AND PROGRAMS

Overview

Using this Manual

This manual helps commanding officers, training officers, and training NCOs administer their unit's MCI training and education programs. It is a managerial and administrative tool for interacting with MCI, particularly the Student Services Division.

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Why Enroll in MCI Courses?

Skills Improvement

MCI courses, particularly the *red books*, can help your Marines

- Increase their MOS skills and knowledge
 - Receive or enhance their formal school training
 - Augment unit training prescribed in MCO 1553.3_ , *Unit Training Management Manual*
 - Meet other training requirements
-

DPME

MCI's distance professional military education programs are important to your Marines because they

- Allow enlisted Marines in grades corporal and above to complete the appropriate prerequisite before attending resident instruction
 - Give officers the opportunity to get the distance education PME that parallels the curricula their counterparts attending the resident school receive
-

Promotion

MCI courses are important for promotion.

- Corporals and below earn 15 points toward their promotion composite score for every MCI course they successfully complete (up to a maximum of 75 points in grade).
 - Marine Corps Individual Ready Reservists (IRR) receive one reserve retirement credit (RRC) for every three MCI course study hours. The number of study hours and RRCs are listed in the introduction of each course, in the Marine Corps Institute's *Annual Course Listing*, and on the back of each completion certificate.
 - DPME is required for all enlisted promotions (from E-4 to E-9).
 - Successful completion of DPME by officers enhances their consideration for promotion. According to ALMAR 34/99, for officers the DPME is considered equivalent to the resident course for promotion and assignment.
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Why Enroll in MCI Courses?, Continued

ACE College Credits

Many MOS training, *red book*, courses and some courses included in the DPME distance programs have been recommended for college credits by the American Council on Education (ACE).

- When Marines attend college, they should request that a transcript of their MCI courses be sent to the school of their choice. (Transcripts are discussed in detail in chapter 3, Administrative Actions, Requesting Official Transcripts.)
 - The registrar at the Marine's college will determine which courses are honored and how many credits can be granted.
-

Important Enrollment Guidance

Enrollment Guidance

Three important points to remember about enrolling Marines in MCI courses are

- A Marine's enrollment in MCI courses may be voluntary or by direction of the command.
- Once enrolled, a Marine has 90 days (3 months) to request administrative disenrollment.
- Marines must successfully complete their courses to receive bonus points toward their composite scores.

Remember: A Marine may enroll in a maximum of five MOS courses (LCpls and below), or one DPME program and five MOS courses at a time (Cpls and above). Advise your Marines to successfully complete the DPME program/courses they are currently studying.

Program Limitation

- A student may enroll in only one distance PME program at a time.
 - A student may not enroll in a single course of a PME program.
-

Example

A student cannot enroll in the *Warfighting Skills Program (7400)* while still active (current) in the Staff NCO Career Distance Education Program.

Pre-enrollment Checklist

Enrollment Procedures

The table below shows the first step you need to follow when enrolling a Marine. The rest of this chapter will explain each of the follow-on steps.

Note: The enrollment procedures covered in this chapter apply to enrolling only active duty Marines.

All other enrollments occur by contacting MCI by letter, telephone, via the MCI web page (Internet), or by going through the chain of command and do not require pre-enrollment counseling.

Step	Action
1	Conduct pre-enrollment counseling.

Definition

There are many important considerations you need to discuss with the Marine before completing the enrollment. This discussion is called pre-enrollment counseling. The checklist below outlines details of this pre-enrollment counseling.

Item	Description
Marine Requirements	<p>The Marine</p> <ul style="list-style-type: none"> • Meets the course prerequisites stated in the <i>MCI Annual Course Listing</i>. • Ensures the course meets current training needs. • Notifies the training NCO when he or she receives course materials from MCI. (This is the <u>only</u> way you will know when the Marine receives his or her courses/programs.) • Inventories his or her course materials and notifies the training NCO if any course/program components are missing. • Takes all final examinations with a proctor present. <p><u>Note:</u> Ensure the student knows that the exam package is given to you once materials are received.</p>
Training NCO Responsibilities	<p>The Marine must have enough time left (at least 6 months) in the Marine Corps to complete the course. The following Course Completion Deadlines (CCDs) have been established:</p> <ul style="list-style-type: none"> • A MOS skills and training (<i>red book</i>) course must be completed within 2 years of enrollment. • Distance PME program must be completed within 5 years from the enrollment date.

Unit MCI Database

Enrollment Procedures

You are now on the second step of enrollment

Step	Action
1	Conduct pre-enrollment counseling.
2	Fill out the Unit MCI Database.

Importance

Completing this step gives you documentation that

- Establishes your pre-enrollment counseling session with the student
 - Helps you document when each student receives course or program materials
 - Allows you to track the student's progress throughout enrollment in the MCI course/program
-

Enroll your Marine in the Course/Program

Enrollment Procedures

You are now on the third step of enrollment.

Step	Action
1	Conduct pre-enrollment counseling.
2	Fill out the Unit MCI Database.
3	Enroll the student.

Methods of Enrolling

You can send an enrollment request to MCI in one of the following ways:

- Internet via MCI's home page: www.mci.usmc.mil. (This is the preferred method!)
 - Electronic mail (E-mail): ombmcissd@mbw.usmc.mil
 - By telephone. MCI offers enrollment to Reservists only via telephone. A student services clerk will assist the enrollment process.
 - Unit diary.
 - Walk-ins are accepted during normal business hours at MCI.
-

Enrollment via the Internet

Using MCI Online

By using the Internet

- A student can enroll in an MCI course or program and receive confirmation that the enrollment was executed.
- A student can verify when his MCI course material was mailed from MCI.
- Students can review their records.

Step	Action
1	Go to MCI's home page at www.mci.usmc.mil
2	<ul style="list-style-type: none">• Enter your SSN in the appropriate box.• Enter your date of birth in the appropriate box.• Enter your last name in the appropriate box, then press ENTER.• Click on "Enroll in a Course" below your name.• Click on the drop-down box to select your course.• Select:<ul style="list-style-type: none">• Option 1: Yes, send me all materials.• Option 2: No, send me an exam and answer sheet only. (Use this option when you already have course books(s).)• Option 3: Do not send any materials.• Finally, click the enroll button.

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Enrollment via the Internet, Continued

Enroll with Limited Materials

Use of MCI Online allows students' options concerning how much material they would like MCI to send them. The high cost of printing and shipping materials resulted in MCI making these options available to students to reduce costs. Currently, the options available are

- Send materials - This choice will allow students to receive all materials (including final examination booklet and answer sheet, as required).
- Test Only - This choice tells MCI the student can get study materials locally, and only the test booklet and answer sheet should be sent.
- Send nothing - This choice tells MCI the student can get course materials locally.

These options are only available via the MCI Online enrollment method.

Unit Diary Enrollment

Using the Unit Diary

- The unit diary has a link to central processing in Kansas City. Because of this link, your unit diary enrollments post quickly.
- Maintain close contact with your unit diary clerk to ensure accuracy of enrollment requests. Below is the procedure for enrolling by unit diary.

Step	Action
1	Fill out the unit enrollment data form.
2	Give the form to your unit diary clerk to use as the source document to report the unit diary entry for the student.
3	When the unit diary clerk reports the enrollment transaction on the unit diary, enter into a unit database the <ul style="list-style-type: none">• Unit diary number• Process date This helps you and MCI resolve any problems that may occur with the transaction.

Additional Enrollment Information

Processing Time Normally it takes

- Twenty-four hours to process Internet enrollments
- Unit diary enrollments take about 4 days to pass through the Marine Corps Total Force System (MCTFS) and process into MCI's computer database

Maintain close contact with your unit diary clerk to ensure that unit diary enrollment errors are identified, corrected, and resubmitted in a timely manner.

Monitoring Enrollments

Step Four

You are now on the fourth and final step of enrollment. During this time, you need to check with the student to ensure that he or she is working on the course.

Step	Action
1	Conduct pre-enrollment counseling.
2	Fill out the Unit MCI Database.
3	Enroll the student.
4	Monitor the enrollment.

During this step, you may discover that your student's enrollment did not process into the MCI database. What do you do?

Unit Diary Enrollment

- MCI's computer system screens all unit diary enrollment transactions.
- If there was an error in the enrollment transaction, MCTFS notifies your unit diary clerk through a *Unit Diary Feedback Report*. The unit diary clerk will need to report the enrollment into MCTFS again.

Again, keep in contact with your unit diary clerk to correct error(s) as soon as possible.

Invalid Enrollments

- Invalid enrollments are rejected, and the unit is informed via the *Unit Diary Feedback Report*.
- You should receive feedback reports in about 5 to 7 days from your unit diary clerk.
- Invalid enrollments attempted from the MCI web site will result in an immediate error message.

Be sure to write the unit diary number and date for the new enrollment transaction on the student's database record.

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Monitoring Enrollments, Continued

Checking on Enrollments

- If a student has not received course materials within 45 days of the enrollment date, you can call the Student Services Division at 1-800-MCI-USMC (1-800-624-8762). Marines worldwide may call commercial (202) 685-7438 or DSN 325-7438.
 - You can E-mail Student Services Division at OMBMCISSD@MBW.USMC.MIL.
-

Checking Enrollments: Required Information

When you call Student Services Division to verify enrollments, be prepared to provide the following information:

Student's name
Student's SSN
Course/program number
Unit diary number
Processing date of the enrollment request

Note: Check the MCI web site. You will find a “date shipped” transaction posted after a successful enrollment. If 45 days have passed since the “date shipped,” request duplicate materials.

Common Enrollment Errors

Unit Diary

- Unit diary entries rely on typing or handwriting student information to get student enrollments into the computer system.
- MCI recommends using the MCI web site as the most efficient and responsive service for enrollments. It does not require SSD personnel to decipher handwriting.

The following table shows common unit diary problems that either delay or prevent your students' enrollment in MCI courses/programs:

If you submit an enrollment request by unit diary...	Then the enrollment is rejected by...	To prevent errors, ensure...
For a student who does not meet the course prerequisites for rank	Unit diary system or MCI computer system	Student's rank meets the requirements stated in the MCI <i>Annual Course Listing</i>
With the wrong course number	Unit diary system or MCI computer system	Request the correct course number
For a student who is already enrolled in another DPME program	MCI computer system and unit diary system	The student finishes the currently enrolled DPME program before requesting enrollment in another DPME program

Note: Materials are sent to an active-duty Marine's military address.

Continued on next page

Summary

Enrollment Process

You have covered the scope of the enrollment process. Besides pre-enrollment counseling, you learned the

- Ways to enroll your Marines in MCI distance education and training courses and programs
 - Importance of the MCI database in the enrollment process
-

Errors

You learned the

- Kinds of errors that can occur in enrolling Marines in MCI courses/ programs
 - Ways to get these errors corrected
-

Monitoring

You covered the importance of monitoring your Marine's enrollment in the following ways:

- Communicating with your unit diary clerk
 - Interacting with the MCI web site
-

Preview

In chapter 2, you will learn more about tracking and managing your students' progress using the Unit Verification Report (UVR).

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CHAPTER 2

UNIT VERIFICATION REPORT

Overview

Importance The unit verification report (UVR) provides a valuable management tool for the unit training personnel to ensure maximum participation and use of the MCI training program.

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Accessing the UVR Report

Availability The unit verification report (UVR) is accessible only through the Marine Corps Institute web site.

User Name and Password Access to the UVR requires a user name and a password. The user name is a combination of your Reporting Unit Code (RUC) and Monitor Command Code (MCC). The password must be obtained from MCI Student Services Division (SSD).

Your unit's chain of command, specifically the first sergeant or above, are responsible for acquiring and maintaining the password.

Available Options Once the login information is entered, your unit's UVR home page will appear with the various reports and options that are available:

- Individual
 - Courses Report
 - Deadline Report
 - DPME
 - DPME Summary
 - Time Period
 - Custom Report
 - Enroll
 - Administration Report
-

Reports

Individual Report

The individual report allows you to look up a student and his or her record. There are two options available that allow you to find a student.

- (1) By social security number (SSN)
- (2) By student's last name

Step	Action
1	Select one of the two options.
2	Type the required information in the designated box.
3	Click the OK button.
4	Select the desired student's name from the list of names.
5	Click the VIEW RECORD option under the name.

Courses Report

The courses report is used to find the status of a specific red book (MOS) course for a specific rank or platoon code(s). There are three status selections:

- Active
- Complete
- Disenrolled/Failed

Notes: If the user wishes to check the entire unit instead of a specific platoon, DO NOT highlight a platoon code.

End results are the total number of students in that course with the selected status.

Continued on next page

Reports, Continued

Deadline Report

The deadline report allows you to select a time period report of 30, 90, 180, or 365 days that students have until their course completion deadline date.

Step	Action
1	Select time period.
2	Select course(s) to view.
3	Select grade(s) (optional).
4	Select platoon code(s) (optional).
5	Select version web or print.
6	Click the OK button.

Note: If you do not choose a specific grade or platoon code, the report will include all students in your MCC/RUC.

PME Report

The PME report option is used to find the status of a specific DPME program.

Step	Action
1	Select status: Active, Complete, Disenrolled/Failed
2	Select the program.
3	Select the grade(s).
4	Select the platoon code(s).
5	Select version.
6	Click the OK button.

End Results

Accessing the “courses” or “DPME report” options can create a customized report. End results are the total number of students in a particular PME program with the selected status.

PME Summary

PME summary reflects all DPME courses that are currently open for

- Enrollment
 - Closed but still supported
 - Inactive courses that are not open for enrollment or currently supported
-

Continued on next page

Reports, Continued

Time Period Report

Time period report allows the user to check MCI transactions for a specified time frame using a START DATE and an END DATE. The period of time cannot exceed 90 days.

Step	Action
1	Select the start date.
2	Select the end date.
3	Select the version.
4	Click OK.

Customize

You can customize your time period report according to

- Courses enrolled (active)
- Courses completed
- Courses disenrolled/failed

Note: Course statistics with total number of individual transactions will appear at the end of this report.

Customizing Reports

UVR	There are several additional customized reports that you can create to manage your unit's MCI program. Check the examples below.
Lance Corporals and Below	Completion and active status on the MCIs that Marines are required to take either by MCO or directed by their OIC or SNCOIC. For example, MCI 033, <i>Fundamentals of Marine Corps Leadership</i> , or MCI 3420, <i>Personal Financial Management</i> .
Corporals and Sergeants	Completion and active status on the 8010 and 7100 DPME programs.
Staff Sergeants and Gunnery Sergeants	Completion and active status on the 7100, 7200, and 7400 DPME programs.
1st Lieutenants and Captains	Completion and active status on the 8510 and 8600 DPME programs.

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Customizing Reports, Continued

Important!

Always keep paper records of all MCI transactions. Never rely just on your UVR. Keep backup files and remember the web site and UVR should be used as tools to assist you in managing your unit's MCI program.

If the web site is down for any reason, it should not prevent you from ordering and tracking courses for your Marines.

Enrolling Students

Procedure The table below shows you the steps for enrolling a student.

Step	Action
1	Select one of the two options available – SSN or Last Name.
2	Click the OK button.
3	Select the student.
4	Confirm the student’s address.
5	Click the enroll button.
6	Select the course.
7	Click the OK button.
8	Select one of 3 options: (1) Yes, send me all materials. (2) No, send me an exam and answer sheet only. (3) Send no material.
9	Click the OK button.

Note: Courses labeled IMI (Interactive Multimedia Instruction) can be taken at a learning resource center by accessing the local LRC website from a networked computer with Internet access that is on the local domain of the base, post, or station.

Posting of Record A successful enrollment will post to your records within a 24-hour period.

Final Stage The final stage in the enrollment process will display feedback on the success of the enrollment.

Continued on next page

Enrolling Students, Continued

Administration Report Administration allows you to customize your user's password. Administration also allows you to delete any custom report(s) that are no longer needed.

Step	Action
1	Type in the current password.
2	Type in the new password that you select.
3	Type in the confirmation for the new password.
4	Use the Password Hint option to better remember the new password.
5	Once all the required information is selected, click the OK button.

Note: Access to the UVR is granted by RUC/MCC; therefore, if you have various companies/sections within your unit, you are advised to inform each training NCO when you change your unit's UVR password.

Summary

Accessing the UVR You have learned the process and procedures required to successfully access your unit verification report.

Options You covered several available options to use to manage and maintain an effective MCI program such as:

- Tracking students' progress from enrollment to completion
 - Reviewing unit participation in specific courses and/or programs
-

Deadline Report You can view a student's course completion deadline dates in a time period of 30, 90, 180, or 365 days.

Time Period You can view the entire unit's progress for a period of 90 days or less.

Customizing You are now able to tailor the reports to suit your specific needs to allow flexibility in reporting data.

Enroll You learned how to enroll your students and how to verify your request to ensure the correct course was requested.

Administration Report You can customize your UVR password. You can delete any customized reports created.

What's Next Chapter 3 provides more detailed information on tracking and management procedures.

CHAPTER 3

TRACKING/MANAGING STUDENT PROGRESS

Overview

Importance

One of your primary responsibilities as a training NCO is to closely monitor your students' progress in their MCI courses/programs. This chapter discusses events that occur after a student enrolls in an MCI course and what is required during each event.

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Receiving Course/Program Materials

Mailing Address

- For active duty Marines, course material is shipped to the unit address contained in Table 01 of the Marine Corps Total Force System. (This address **cannot** be changed by MCI.)
 - For Reserve Marines, materials are sent directly to their home address. (This address **cannot** be changed by MCI.)
-

Mailing Time

- The course materials, including the final examination, are mailed in a package addressed to the student. Students should receive course materials within 45 days of their enrollment.
 - If students do not receive materials within this time, contact MCI Student Services Division on 1-800-MCI-USMC to investigate the delay and order duplicate materials. Marines worldwide may call commercial (202) 685-7438 or DSN 325-7438.
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Materials

The table below shows the kinds of course/program materials a student receives in the mail from MCI:

If a student enrolls in a...	The student receives...
MOS (redbook) distance training course	Course book(s) including: <ul style="list-style-type: none"> • Course text • Sealed final examination • DP-37 answer sheet • MCI-addressed return envelope • Other course components, such as a protractor.
DPME program	Program courses including: <ul style="list-style-type: none"> • Course texts • Final examinations <p><u>Note:</u> Examinations for the <i>Warfighting Skills Program</i> are essay, not machine-graded. Your commanding officer or a Marine who has already completed the Warfighting Program is authorized to grade exams.</p> <ul style="list-style-type: none"> • DP-37 answer sheets • Return envelope(s) • Other course/program components, such as required FMs

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Receiving Course/Program Materials, Continued

Course/ Program Materials

The course/program materials are mailed in a package addressed to the student. The training NCO should keep in contact with their students so that they know when students receive their course/program materials. **Students should give the training NCO a sealed package containing the final examination.**

Training NCO Responsibility

- Be aware of the location and availability of learning resource centers aboard your base. Know the electronic/web version courses your Marines are enrolled in. Electronic tests can only be administered at the LRC.
 - Have the student notify you when the course/program materials have been received.
 - Update your MCI database record for each student with the date the materials were received.
 - Counsel students who enroll in CD-based courses to ensure they have access to appropriate computer assets.
-

Student Responsibilities

Ensure students

- Inventory course/program materials as soon as they are received.
- Report any discrepancies.
- Enroll in CD or web-based courses only if access to appropriate computer assets is available.

The training NCO should contact MCI Student Services Division at 1-800-MCI-USMC to obtain any missing items. Marines worldwide may call commercial (202) 685-7438 or DSN 325-7438.

Courses on Hold

Occasionally, course materials are not available immediately for shipment. When this occurs, students are put on hold. When materials arrive, MCI ships materials to students in a first-on-hold, first-to-ship manner.

Entry-Level Marines

We recommend that Marines who have not yet completed their entry-level MOS producing school not enroll in MCI courses unless they are participating in a command sponsored Marines Awaiting Training (MAT) program.

Studying the Course

Student Actions Studying the course material is your student's responsibility. Students should

- Study the course materials.
 - Complete the challenges and exercises at the end of each lesson.
 - Complete the review lesson and exercises at the end of each lesson.
 - Check own answers.
-

- Your Actions**
- Typically most students begin studying their course with enthusiasm. As materials become more complicated and they realize that studying an MCI course is not a quick fix, their enthusiasm may diminish, and they may study less. You need to talk with students periodically to keep them motivated.
 - If students have problems understanding the content of their course, you may have to contact a subject matter expert who can help your student. (Chapter 4 of this manual has details about contacting MCI when a student has a course content problem.)
-

Completing the Review Lesson For your Marine, part of studying the course is taking the review lesson. It helps the Marine prepare for the proctored final examination. When students think they have mastered the course content, they should take the review lesson.

- You do not need to monitor a student during this review lesson. It is open-book.
- When the student finishes filling in the answers, he or she checks the answers against the review lesson answers provided.

Remember: Do not send review lessons to MCI for grading.

Course Completion Date

The course completion date (CCD) for DPME programs is 5 years from the date of enrollment. It is 2 years from the date of enrollment for *red book* courses. If a student does not complete a course by the CCD, he or she will be disenrolled with an incomplete (w) status. The student will be allowed to enroll again if he or she decides they are ready to try again.

Completing the Course

Exam Terminology

To receive credit and a completion certificate for an MCI course, each student has to successfully pass the final examination.

- This is the **primary final examination**.
- These examinations are usually **timed**.
- They are administered by a **proctor**.

Let's look at each of the bolded terms above. They are covered in the table below.

Term	Definition
Primary Final Examination	The examination administered after the student completes the course of study.
Timed	The final examination has a set time limit. The student cannot take more time than the limit specified in the examination directions.
Proctor	A person in authority who administers the final examination to a student using only the materials allowed, following the examination directions. The following is the list of who can be proctors: <ul style="list-style-type: none"> • SNCOs or above • Marine who is designated by the commanding officer • Monitors at learning resource centers • Training NCO • School principal • Foreign service officer • Employee career development officer • Director of civilian personnel • Member of the clergy

Importance of Following Exam Directions

Administering the final examination depends very much on the specific examination the student is taking. Be sure you or the person authorized to administer the final examination carefully reads all examination directions before allowing the student to begin the examination.

Continued on next page

Completing the Course, Continued

Procedure for Final Examinations As the training NCO, you must ensure the student's final examination is administered properly. You must follow all steps for administering paper-based exams.

Step	Action	Notes
1	<p>Ensure the student fills out the DP-37 answer sheet with his/her:</p> <ul style="list-style-type: none"> Name SSN Correct course number 	The student has to fill out the DP-37 according to the instructions; otherwise, the scanning machine will not accept it.
2	<ul style="list-style-type: none"> Identify a SNCO (or above) to proctor the examination. Use an alternative proctor if a SNCO or above is not available. (See list on previous page.) 	<p>The commanding officer or a Marine who has completed the program grades DPME final exams for the <i>Warfighting Skills Program</i>.</p> <p>The answer sheet lists other suitable proctors.</p>
3	Ensure the proctor understands the instructions for administering the exam.	The proctor must read and follow all instructions for administering the examination.
4	Ensure proctors validate the answer sheet by signing their names.	An unsigned examination answer sheet will be returned to the student.
5	Ensure the final examination is properly administered.	
6	Correct all stray marks, smudges, and poorly filled out "bubbles" on the answer sheet.	A stapled, torn, or improperly filled out answer sheet requires special handling, which will delay the grading process.
7	<ul style="list-style-type: none"> Make a copy of the answer sheet for your records before mailing it to MCI. Ensure you destroy the copy of the answer sheet once the Marine's score has posted to MCI's database. This can be checked at www.mci.usmc.mil. 	<ul style="list-style-type: none"> Do not copy the examination booklet. Retain a copy of the examination answer sheet until the completion certificate is received.
8	<p>Mail the examination booklet and the student's answer sheet to MCI.</p> <p><u>Note:</u> Be sure there will be enough mailing and handling time for receipt of DP-37 and grading at MCI before the student's CCD.</p>	<p>The answer sheet may not be graded if MCI does not receive the examination booklet.</p> <p>The student is automatically disenrolled if MCI does not receive the answer sheet before reaching the CCD date.</p>
9	Annotate, on the student's database record, the date you mailed the examination booklet and answer sheet to MCI.	

Continued on next page

Completing the Course, Continued

PME Warfighting Exams

The commanding officer or his designated representative grades the course examinations for the courses of the *Warfighting Skills Program* (7400) and the subcourse *Introduction to Warfighting* (8014) of the Sergeant's Distance Education Program.

- Follow the directions in the letter to the commanding officer for administering these examinations.
 - The letter is part of the commander's examination package the student should give you when he/she receives the course materials.
-

Faxing Answer Sheets

You may fax copies of examination answer sheets only if approved by the Student Service Division. **Unsolicited faxes received by MCI will be discarded.**

Remember

Keep copies of PME examination answer sheets or examination essays. Do not copy or retain the examination booklets.

MCI: Grading Final Examinations

Preparing for Grading

When MCI receives final examinations, the Student Services Division sorts the mail so examination answer sheets can be scanned or manually graded. This also includes quality control of each examination answer sheet to ensure it is

- Properly filled out
- Clean (without erasure marks or staples), ready for grading

Note: Exams that are not properly filled out or not clean enough for scanning are graded manually. This slows down the grading process.

Passing Scores

The passing score for final examinations is shown in the table below.

Type of Examination	Passing Score
MOS (<i>red book</i>) training examinations	65%
PME examinations of the <ul style="list-style-type: none">• Sergeants Distance Education Program (DEP)• SNCO Career DEP• SNCO Advanced DEP• Warfighting Skills DEP• Amphibious Warfare School DEP	75%
Command and Staff College DEP examinations	80%
Exception: 8801, <i>Theory and Nature of War</i>	74%

All failed exams are graded by hand to ensure there were no errors in the machine grading.

Successful Course Completion: Notifying the Student

MCI's Role

If the Marine passes the final examination, MCI mails a

- Completion certificate for each MOS course and PME course
- Diploma for a DPME program completed
- Completion certificates and diplomas are also available to download from the MCI website.

MCI also posts completion dates on the

- MCI Automated Information System (MCIAIS) records
 - Marine Corps Total Force System (MCTFS) records
 - MCI web site
-

Your Responsibility

When a Marine successfully completes a course/program, you should

- Make an entry into a unit database record.
 - Ensure the Marine received his or her completion certificate/diploma.
 - Destroy the Marine's copy of the final examination sheet once the student receives his or her completion certificate or diploma.
-

Entering PME Completions to OMPF

To ensure the completion of a PME program is entered into a Marine's official military personnel file (OMPF), a copy of the diploma for the entire program, not the individual course completion certificates, must be mailed to MMSB-20 in Quantico, Virginia. The mailing address is

CMC (MMSB-20)
2008 Elliot Road
Room 114
Quantico, VA 22134-1775

Remember: Send only completion diplomas, not course completion certificates.

Examination Failures

Failure of Primary Exam

All primary final exam failures are graded a second time by hand to ensure the student has or has not failed the exam. Irregularities like starting with the wrong question are investigated, and the student is given the benefit of doubt, where appropriate.

Alternate Examination

Students who fail the primary final examination receive an alternate final examination in the mail. This examination tests the student on the same course material.

Your Actions

- Encourage your student to restudy the course.
- Ensure the alternate final examination is properly administered to the student when your student is ready to take the alternate exam.
- Follow the procedure discussed in the earlier section entitled "Completing the Course."

Passing/Failing Alternate Exams

The table below shows what happens when a Marine passes or fails an alternate examination.

If a Student...	Then...
Passes the alternate examination	MCI mails the student a course completion certificate/program diploma (if all the courses of the program are complete).
Fails the alternate examination	<ul style="list-style-type: none"> • For an MOS training (<i>red book</i>) course, MCI automatically administratively disenrolls the student. • A "Notice to Student" letter is sent notifying the student that a course was failed. • For a PME course, MCI automatically administratively disenrolls the student from the entire PME distance education program.

Enrolling Students Who Fail Alternate Examinations

Completing a Failed MOS Course

A Marine who fails an alternate examination for an MCI *red book* training course may enroll as a new student in the same course.

To enroll a student, who has been disenrolled because of course failure, follow the procedures in chapter 1. The failure remains on the student's record for tracking purpose.

Completing a Failed PME Course

A student who fails any of the PME distance education program (DEP) courses must enroll as a new student in the entire DPME program again and request administrative credit for previously completed courses of the program.

CSC DEP Failures/ Completions

- Officers who fail a DPME final examination of the Command and Staff College (CSC) DEP and have questions about the failure should contact the staff of the College of Continuing Education (CCE), Marine Corps University (MCU).
 - A CCE staff member can help students with questions they have about their final examination. (See appendix D for details about the CSCDEP.)
-

Contacting CCE on CSC DEP Failures

The telephone numbers for the CCE staff are

- DSN: 278-1643
 - Commercial: (703) 784-1643
-

Administrative Actions

Administrative Deletion

You may request that a student be administratively deleted from a course or program for the following reasons:

- Does not want course (within 90 days of enrollment date)
 - Discharge
 - Release from active duty
 - Deserter status
 - Death
 - Hospitalized or in hands of civilian or military authorities
 - Ordered to formal school
 - Received orders to, or serving in, a combat zone
 - Never requested enrollment (within 90 days of enrollment date)
 - Enrolled in wrong course (within 90 days of enrollment date)
-

Requesting Administrative Deletions

You may request an administrative deletion for a student with valid justification by

- Telephone
 - E-mail to MCI at SSD OMB MCI@SSD@MCI.
 - Internet message to OMBMCISSD@MBW.USMC.MIL
-

MCI and Transfers

- A student's record is automatically updated based on the new unit address in the Marine Corps Total Force System (MCTFS).
 - If a student transfers from active duty to reserve status, MCI records are updated based on the student's home address in MCTFS.
-

Continued on next page

Administrative Actions, Continued

Requesting Official Transcripts

Current or former MCI students frequently need a transcript of their MCI course work for various reasons. Tell them to write to the addresses in the table below:

Where?	For which years?
The Commandant of the Marine Corps (MMRB-10) Bldg. 2008 Marine Corps Base Quantico, VA 22134-0001	Courses completed before 1979
Marine Corps Institute (Attn: Registrar) 912 Charles Poor Street SE Washington Navy Yard DC 20391-5680	Courses completed during and after 1979

Students should include their name, SSN, their current mailing address, the approximate year of the first completed course and year of last completed course, and the complete name and address of the college or university requesting the transcript, if applicable. Most of the information may be verified by viewing an individual's record on the MCI web site at www.mci.usmc.mil.

Manpower Record

- MCI automatically updates the student's record for MCI completions in the MCTFS.
- Your unit administrative personnel can check to determine if students received proper credit in their manpower record.

Time Delay

There is a one or two-day processing delay between the time a transaction is recorded at MCI and when it is recorded in MCTFS, but the date in MCTFS should reflect the date the action was taken at MCI.

Example

If a test was graded on 1 November and the student passed with 90 percent, that grade may take 3 to 5 days to show up in MCTFS. When the grade does show up in MCTFS, it will still show a score of 90 percent with the date of completion on 1 November.

Summary

Student Progress This chapter covered monitoring your students and helping them complete their MCI courses/program.

Focus The important consideration in this chapter was the process for administering final examinations. You learned about what action you should take

- When you administer a final examination
 - If a Marine fails the primary final examination
 - If a Marine fails the alternate final examination
-

Administrative Actions You also covered other key actions you need to know to monitor your Marines' progress

- Administrative deletions
 - Transfers
 - Student transcripts
-

Preview Chapter 4 introduces the primary ways to communicate with MCI.

CHAPTER 4

COMMUNICATING WITH MCI

Overview

Introduction This chapter introduces the primary ways to communicate with MCI.

In This Chapter This chapter covers the following topics:

Topic	See Page
Overview	4-1
Telephone	4-2
PME Helpdesk	4-3
Electronic Mail	4-5
Written Communications	4-6
Summary	4-7

Telephone

System Many of MCI's telephone calls are answered by an automated voice answering system. A taped welcome message about the Marine Corps Institute will guide you through a series of menus to direct your call. In using this system, you can press a key on your keypad to get to a particular function or a specific department within MCI.

Phone Numbers The table below shows frequently called MCI telephone numbers:

Name	For Information About	Telephone
Student Services Division (SSD)	Student administration and service issues (enrolling, grading, transcripts, etc.). As the training NCO, you will probably deal with this division most of the time.	<ul style="list-style-type: none">• 1-800-MCI-USMC• DSN: 325-7438
Distance Learning and Technology Department (DLTD)	The content (understanding the lessons, exercises, challenges, or sections) of the following: <ul style="list-style-type: none">• MOS training materials, including the red books• Officer and enlisted PME distance education programs/courses	<ul style="list-style-type: none">• DSN: 325-7516• Commercial: (202) 685-7516/7497/7518
College of Continuing Education (CCE)	Questions specifically focused on the content in officer PME courses.	<ul style="list-style-type: none">• DSN: 278-1463/5446• Commercial: (703) 784-1463/5446
PME Helpdesk	Questions specifically focused on service issues on all PME programs.	<ul style="list-style-type: none">• Commercial: (202) 685-7622• DSN: 325-7622

PME Helpdesk

Helpdesk Customers

The PME Helpdesk assists

- Officers enrolled in the Command and Staff College Distance Education Program (CSCDEP)
 - Regional coordinators who conduct seminars for CSCDEP
 - Mentors for the Amphibious Warfare School Distance Education Program (AWSDEP)
 - Students with PME related questions and other administration issues
-

Purpose

The PME helpdesk will assist you with administrative and management problems such as receiving program completion certificates and diplomas, replacing lost course materials, and checking to ensure that final examinations have been properly graded.

Continued on next page

PME Helpdesk, Continued

Contacting the PME Helpdesk

The table below shows you how to contact the PME Helpdesk:

To contact by...	User...
Telephone	DSN: 325-7622 Commercial: (202) 685-7622
Outlook	OMBMCIPME@MBW.USMC.MIL
Internet Web Site	WWW.MCI.USMC.MIL

Content Questions

The PME Helpdesk is only for PME administrative problems. If a PME student has problems understanding the content of a course, call MCI's Distance Learning Technologies Department at

- DSN: 325-7497/7518
 - Commercial: (202) 685-7497/7518
-

Assistance to CSCDEP and AWS Mentor Program

If a student has problems only with

- The content of a distance education course of the Command and Staff Distance Education Program (CSCDEP)
- The content of the Amphibious Warfare School Distance Education Programs (AWSDEP) Phases I/II

Call the College of Continuing Education (CCE) at the Marine Corps University, Quantico, Virginia at

- DSN: 278-1463
- Commercial: (703) 784-1463

Appendix D of this manual includes details about the CSCDEP.

Electronic Mail

Procedures

For electronic mail, communicate with MCI using the procedures in the table below:

Step	Action	Comments
1	Use the Street Talk Directory Assistance (STDA).	
2	Look up MCI in the user directory.	Five addresses for MCI should appear.
3	Select OMBMCISSD@MBW.USMC. MIL	If you don't see SSD OMB MCI@SSD@MCI , manually type in the following address: OMBMCISSD@MBW.USMC. MIL

Remember: Use MCI's organizational mailbox only for correspondence of a general nature (course policy questions, questions about the latest *Hotline* release or the Internet, unit diary, or the enrollment application) to enroll students.

Using the Internet

You can send an electronic message to MCI using the Internet address. See the other sections of this chapter covering the world wide web and MCI's home page for more information about this topic.

Written Communications

Letters

You can send a letter to MCI. Include the following information: student's name, SSN, and course number. Address the letter as follows:

**Marine Corps Institute
Attn: Registrar
912 Charles Poor Street SE
Washington Navy Yard DC 20391-5680**

MCI Hotline

The *Hotline* is a newsletter from MCI providing the latest information on MCI policy changes, course updates, new course offerings, discontinued courses, future efforts, and areas of concern to commanding officers, training NCOs, and MCI students.

It is

- Published each fiscal quarter
- Posted on MCI's web site

When released the first week of the month, a copy is mailed out with course materials to students.

MCI Annual Course Listing

Published at the start of each calendar year, this course catalog provides up-to-date information on all MCI courses and programs. It provides the following information on each course:

- Course/program number
- Course description
- Prerequisites/requirements for enrolling in a course
- Information about reserve retirement credits (RRCs)
- Accreditation information about each course

The course listing is also located on MCI's web site. The information on the web site is updated throughout the year, as new courses are added and old ones are retired.

Summary

Communication In this chapter, you learned about the different ways to communicate with MCI:

- Telephone
 - Electronic mail
 - MCI's web site
 - Written communication
-

Command Visits MCI provides special training workshops during its command visits. Training NCOs and other personnel involved in a unit's MCI program can get training on managing an MCI program at such a workshop.

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APPENDIX A

TOPICS ON MCI'S HOME PAGE

Overview

World Wide Web

MCI has established a world wide web (www) home page at **WWW.MCI.USMC.MIL**.

Importance

On the MCI web site, you can find information that will help you, the training NCO, and your students to communicate with MCI.

Hotline

An electronic copy of the MCI *Hotline* is kept on the home page. You can download and print new *Hotlines* as they become available. MCI normally maintains a 12-month archive of *Hotlines* on the MCI web site.

MCI Annual Course Listing

The current MCI *Annual Course Listing* is maintained on the MCI home page.

MCI Procedures Manual

The home page includes the current edition of the Procedures Manual online as a quick reference for those who do not have the paper version.

MCI Online

This link serves the individual students of MCI. A student can

- Enroll in a course
- View his or her MCI record
- View the MCI catalogue
- Download course materials or job aids that MCI placed on the web site

Courseware and job aids that are downloaded require software, on the user side, that will read a PDF document.

Overview, Continued

MCI Reports System (Unit Verification Report)

- Unit verification report (UVR) replaced the old unit activity report. Login and password control access to this report (see chapter 2).
 - Upon request, MCI mails the login password to the commanding officer of each identified RUC/MCC. The commanding officer is responsible for disseminating this access to the appropriate training personnel in the command (see chapter 2).
-

Messages

MCI makes an effort to keep its student body informed. This link will often include any ALMARs or GENADMINs regarding PME or other distance learning related issues.

Frequently Asked Questions

- The home page has a list of frequently asked questions (FAQ) that Student Service Division personnel answer when they receive calls from students. These questions are based on issues the field raises about administering MCI courses and programs.
 - The information includes tips on managing a MCI program, important and immediate changes about administrative procedures, and updates on contacting MCI. You can also learn about the most recently updated procedures and policies of MCI's distance learning materials.
-

Miscellaneous

- The home page also covers MCI's history, information about contacting MCI, and information concerning other distance learning organizations. It has links to other important education and training sites too.
 - The MCI home page is constantly updated. Visit the site routinely to keep current on training for your Marines and on DPME.
-

APPENDIX B

OTHER SOURCES OF DISTANCE TRAINING AND EDUCATION

Overview

Other DOD Distance Training and Education Programs

- Distance learning courses and programs prepared by MCI are designed to fulfill the needs of the Marine Corps. The other armed services of the United States also provide distance training and education courses that are available to Marines.
- Most Marine Corps base education offices maintain catalogs of each service's procedures, eligibility requirements, enrollment forms, and available courses. The table below lists other sources of DOD distance education and training.

Service/Source	Address
Air Force	Commandant, Air Force Institute for Advanced Distributed Learning, 50 South Turner Blvd., AV/Maxwell Air Force Base, Gunter Annex, AL 36118-5643
Army	U.S. Army Institute for Professional Development, U.S. Army Training Support Center, Newport News, VA 23628-0001
Navy	Commanding Officer, Naval Education and Training, Program Development Center, Pensacola, FL (Code 342) 32559-5000
Coast Guard	Commanding Officer, U.S. Coast Guard Institute, 5900 S. W. 64th St., Oklahoma City, OK 73169-6990
USA Logistics Management	Commanding Officer, U.S. Army, Logistics Management Center, ATTN: AMXMC, Fort Lee, VA 23801-6040
Joint Military Training Center	DEAN, Joint Military Package Training Center, ATTN: AMXNC-J-A, Aberdeen Proving Ground, MD 21005
Naval War College	Director, Center for Continuing Education, Naval War College, 686 Cushing Rd., Newport, RI 02841

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APPENDIX C

COLLEGE CREDIT FOR MCI COURSES

Overview

ACE The American Council on Education (ACE) has an on-going program that evaluates military distance training and education courses for vocational certificates and college credits. When a Marine enrolls at the college of his or her choice, the student can submit an MCI transcript to the school's Office of the Registrar. The registrar will determine how much credit to award an MCI course toward the student's Associate or Baccalaureate degree.

ACE Guide The basis for awarding such degree credit is the ACE's *Guide to the Evaluation of Educational Experiences in the Armed Services*. This catalog

- Lists the military education and training courses, which ACE recommends for credit
- Is updated every 2 years

Procedure To request credit for MCI courses from his or her college, a Marine should

- Request an official transcript from MCI by contacting SSD via the web site or written correspondence.
- Submit the transcript to the college registrar who will evaluate the courses and decide how much credit is awarded toward the Marine's degree program.

Continued on next page

Overview, Continued

Addresses

To request an official transcript by letter, use the appropriate address below:

Where?	For Which Years?
The Commandant of the Marine Corps (MMRB-10) Bldg. 2008 Marine Corps Base Quantico, VA 22134-0001	Courses completed before 1979
Marine Corps Institute (Attn: Registrar) 912 Charles Poor Street SE Washington Navy Yard DC 20391-5680	Courses completed during and after 1979

Students should include their name, SSN, their current mailing address, the approximate year of the first course completion and year of last course completion, and the complete name and address of the college or university requesting the transcript, if applicable.

MCI recommends a student view his or her record on the MCI web site (www.mci.usmc.mil) and verify its accuracy before requesting a transcript.

Listing ACE Credit Recommendations

- The current MCI *Annual Course Listing* includes information on which MCI courses ACE has recommended for college credits.
 - As ACE evaluates new training and education courses, MCI announces the credit recommendations in the *Hotline*.
 - These newly accredited courses are then included in the next updated MCI *Annual Course Listing*.
-

APPENDIX D

COMMAND AND STAFF COLLEGE DISTANCE EDUCATION PROGRAM

Overview

Two Sub-Programs

The Command and Staff College Distance Education Program (CSCDEP) consists of two sub-programs:

- 8800 - Complete set of nine courses
- 8845 - Two courses

Each will be discussed separately later in this appendix.

Requirements

Enrollment in the CSCDEP is restricted to

- Majors (O-4)
- Captains (O-3) who have been selected for major
- Chief Warrant Officers (CWO-4)
- Officers of other services and international officers (O-4 selects and above)
- Federal government employees (GS-12 and above)

The Director, College of Continuing Education, MCU, Quantico, Virginia grants enrollment exceptions.

8845 Enrollment Procedures

- Requirements**
- The 8845 sub-program is required of Marine officers who are selected to attend an intermediate level school (resident or distance education) of a sister service, e.g., U. S. Army Command and Staff College.
 - Eligibility for 8845 is restricted to Marine majors and above or major-selects.
-

- Course Materials**
- The course materials for 8845 consist of two of the nine courses of 8800:
- *The Marine Air-Ground Task Force* (8804)
 - *The Marine Corps Planning Process* (8805)
 - Volumes of readings for both courses
 - Sealed final examination packages and answer sheets
-

- Content Problems**
- CSCDEP students who have study problems with the content that includes subject matter, issues for consideration, and educational objectives should contact the College of Continuing Education (CCE) at MCU:
- DSN: 278-1463
 - Commercial: (703) 784-1463
-

- PME Help Desk**
- CSCDEP students who have an administrative problem with their course(s) that includes receipt of course materials, incomplete course package, and/or incorrect mailing address should contact the MCI helpdesk:
- DSN: 325-7622
 - Commercial: (202) 685-7622
 - E-mail: OMBMCIPME@MBW.USMC.MIL
 - Internet: www.mci.usmc.mil
-

Taking CSCDEP Final Examinations

Exam Descriptions

When students have studied all materials including the volume(s) of required readings for a course, they should take the final (end-of-course) examination.

- Each course has a separate examination with an answer sheet.
- The examinations usually last 2 to 4 hours.
- The final examinations for 8800 and 8845 courses are usually multiple choice and machine-scored.

Be sure you have the correct examination for the course you studied.

Requirements

The final examination requirements are shown below. They must be met for MCI to score an examination.

- Match the examination with the course to make sure you are taking the appropriate final examination.
 - Ensure a proctor administers the final examination to you.
 - Be sure the proctor validates the final examination.
 - Fill out any questionnaire about the course.
 - Ask the proctor to mail the examination package, including the answer sheet and examination booklet, and any course questionnaire in the envelope that came with the examination package. Be sure to keep a copy of your DP-37 answer sheet until your exam is graded by MCI.
-

Completing 8800 or 8845

System Requirement

- To receive credit for completing either 8800 or 8845, all CSCDEP courses must show successful completion in the Marine Corps Institute Automated Information System (MCIAIS).
- MCIAIS updates records maintained in the Marine Corps Total Force System, usually within 3 to 5 days.
- Successful completion of 8800 will generate a program completion diploma, which MCI sends to the student.

If any course is listed as incomplete, your CSCDEP program (8800 or 8845) is not complete. You will not receive a diploma.

8800 Reciprocal Credit

Students who have completed 8701, 8702, and 8703 and decided to continue their CSCDEP studies by completing the remainder of 8800, not the old 8700 program, must contact MCI to receive reciprocal credit for 8801, 8802, and 8803. (You must complete all three (8701, 8702, and 8703) to receive credit.)

Remember that awarding reciprocal credit is not an automated process.

Before Taking Alternate Examination

Student Responsibility Students should contact CCE if notified of a primary examination failure for any course of the CSCDEP. CCE will help the student on

- Subjects/topics to study to pass the alternate examination
- Help in problem areas of the failed examination
- Study tips

Point of Contact Telephone numbers for the staff of the College of Continuing Education (CCE) are

- DSN: 278-1463
- Commercial: (703) 784-1463
- Toll free: 1-800-992-9210

AWSDEP/CSCDEP Seminar Program

Definition CCE and MCI established a CSCDEP seminar program held at eight major bases and stations around the Marine Corps. This program enables students to take instructor-led seminars paralleling each of the respective CSCDEP courses.

These seminars are held for the 8800 and 8510/8600 programs only.

- Responsibility**
- MCI provides each seminar site with a library of courses used for instruction.
 - Seminar instructors are authorized to grade locally the students' exams. After grading, the examinations are faxed or e-mailed to CCE where they are compiled and forwarded to MCI for posting to MCI's database and ultimately to MCTFS.

Note: Grades may take longer to post in MCTFS.

- Requirements** Seminar program students must
- Enroll with MCI
 - Track to ensure the seminar leader forwards their scores to CCE
-

- Information** For more information, contact CCE at
- DSN: 278-1463
 - Commercial: (703) 784-1463
 - Toll free: 1-800-992-9210
-