 USASSI Individual Student Assessment Plan	COURSE: Postal Operations Course		DATE: 28 February 2019
	CODE: 7C-SI/ASI4J/500-ASIF5 (PH2)	EFFECTIVE DATE: 11 March 2019	CLASS NO. 002-19 - Present

1. **Purpose:** The purpose of the Individual Student Assessment Plan (ISAP) as outlined in TRADOC Regulation (TR) 350-70 is to establish student responsibilities, provide training and graduation criteria, and detail how the course proponent will determine if a student has demonstrated a sufficient level of competency to pass the Postal Operations Course. This plan establishes procedures for the administration of evaluations and tests, assessment weights and requirements for course completion/graduation, remediation, retesting, and relief procedures for the subject course.

2. **Course Overview:**

a. All students are required to attend the entire **2 weeks (77.5 hours) in-residence** at a specified Active Component (AC) or Reserve Component (RC) location. Students will not be allowed to test out and will have to successfully complete all lessons/modules as outlined in the ISAP. The courseware has been structured to facilitate individual learning and is task-oriented. The course exists to train military postal personnel on specific on-the-job related functions or tasks. Certain critical tasks, supported by basic skills and knowledge, are performed by most military postal personnel regardless of their duty positions. Therefore, the course is designed to provide training in those "critical" tasks.

b. The use of job references is heavily emphasized in this course. Actual job performance requires the student to research, read, interpret, and cross-check various directives, regulations, pamphlets, and forms. Additionally, job performance requires Military Postal Clerks to be familiar with various systems. As Military Postal Clerks, the understanding of systems used within the postal profession is critical to the development, design, and advancement of an ever-changing field.

3. **Educational Outcomes.** The Postal Supervisor Course instruction produces postal clerks that are doctrinally sound and technically proficient, ready to serve as a postal supervisor. Successful completion of this course will result in postal supervisors who possess and demonstrate the following:

a. Army Learning Area (ALA) - Army Profession and Leadership; General Learning Outcome (GLO) - Soldiers and Civilians proficient in character, competence, and commitment as trusted Army Professionals; Outcome - mid-grade leaders who exhibit character, accountability, resilience, adaptability, initiative, and sound judgment while capably serving in a postal organization delivering postal support to members of the Department of Defense and their families.

b. ALA –Professional Competence; GLO - Soldiers and Army Civilians demonstrate proficiency in Army and joint doctrine; Outcome - effectively and efficiently plans and executes postal support to doctrinal standard in the Operational Environment (OE); capable coach, counselor, mentor, and advisor for junior postal personnel; trusted advisor to senior leaders, support Service Members and their families in the craft of processing postal effects.


c. ALA - Professional Competence; GLO – Soldiers and Army Civilians are technically and tactically competent; Outcome -demonstrate the capabilities and perform advanced functions of USPS enabling systems and common computer and web-based applications.

d. ALA - Human Dimension; GLO - Soldiers and Army Civilians demonstrate capacity in critical thinking; Outcome - able to solve ambiguous problems using logical thinking and sound reasoning to develop viable solutions or recommendations.

4. **Students' Responsibilities:**

a. It is the student's responsibility to be able to perform the learning objectives of each lesson. This is accomplished by completing the assignments, completing practical exercises, and participating in training activities.

b. When training starts, the student is provided with the training material as required. The student must understand the use and importance of all course material.

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c. The student will provide constructive criticism concerning the efficiency and effectiveness of the training and training materials.

d. The students will complete and sign DD Form 2983: Recruit/Trainee Prohibited Activities Acknowledgement and adhere to the standards throughout the course. Exceptions may be granted to accommodate relationships that existed prior to the start of the recruiting process or prior to the trainee starting the formal training process. These relationships include, but are not limited to, family members. Only the Trainee's Commander, O-4 or higher-level authority, has the authority to approve these exceptions. Approved exceptions will be documented below and signed by the Trainee's Commander, O-4 or higher, or a higher-level authority.

5. **Students' Performance:**

a. All tests are scored on a percentage basis using the standards established in this ISAP. All students must achieve **80%** on each technical test and a GO on all evaluations. Additionally, students must maintain an overall cumulative average of **80%** to graduate.

b. There are a total of **5** performance items, in which the student must achieve a **80%** or a GO and **one** performance item in which the student must achieve a **75%** or a GO. The tests will be comprised of multiple choice questions, short answers questions, and oral and written assignments. Evaluations will be both written and performance based. Initial failures will receive re-training and one re-test.

6. **Student Attendance:**

a. Students are required to attend a minimum of 90% of the course to graduate. Absences exceeding more than 10 percent of the technical training hours that are the result of unusual circumstances (e.g. medical, emergency situation) may be considered for exception to policy by the Commandant, Adjutant General School (AGS).

b. An absence up to four hours may be approved by the Deputy Director of the Postal School.

c. An absence of one complete training day must be approved by the Deputy Director of the Postal School.

d. An absence up to two training days must be approved by the Director of the Postal School.

e. Absences in excess of two training days must be approved by the Director of Training, AGS.

7. **Evaluated Areas:** All evaluated events and weight points are identified in the enclosed Assessed Events Matrix. Below are the criteria which are captured on the Service School Academic Evaluation Report (DA 1059), if applicable, in the Demonstrated Abilities block 12 and the metrics to highlight the appropriate block check. The assessments of each area are not confined to only one area; students should receive a holistic assessment of each of the categories below using different assignment types and topics.


a. Written Communication: N/A. This course does not contain any graded writing assignments.

b. Oral Communication: N/A. This course does not contain any graded oral communication assignments.


c. Leadership Skills: N/A. This course does not contain any graded leadership skills assignments.

d. Contribution to Group Work: N/A. This course does not contain any graded group work assignments.


e. Research Ability: N/A. This course does not contain any graded research ability assignments.

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8. **Assessed Events Matrix:** The matrix on page three provides a rollup of all graded events in the course.
- Event Number. This column shows the lesson plan and/or POI event tied to the assessed event.
 - MAX/RAW & MIN/RAW. These columns show the maximum and minimum passing grades for each event.
 - Assessment Weight. This column provides the weighting of each graded event in relation to other events for the course.
 - Method of Scoring. This column highlights whether the graded event is a group (G) or individual (I) grade.

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Assessed Events Matrix							
	LESSON/TEST TITLE	EVENT NUMBER	FILE CODE	MAX/ RAW	MIN/ RAW	ASSESSMENT WEIGHT	METHOD OF SCORING
1	Process Domestic Mail 805C-LF5-1201	PT-01/AE	2309	100	80	16.0	I
2	Process Domestic Mail Requiring Special Services 805C-LF5-1205	PT-05/AE	2325	100	80	16.0	I
3	Process International Mail 805C-LF5-1208	PT-08/AE	2337	100	80	16.0	I
4	Conduct Money Order Business 805C-LF5-1215	PT-13/DE	2342	100	80	16.0	I
5	Maintain Stamp Stock 805C-LF5-1212	PT-12/CE	2307	100	80	24.0	I
6	Perform Postal Functions (End of Course Review)PH2	PT-25/IE	2395	100	75	12.0	I

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9. Graduation Requirements:

a. All tests are scored on a percentage basis or a GO/NO GO using the standards established in this ISAP. Each student, must achieve an overall average of 80% or a GO for all tests. Students must achieve an overall cumulative average of 80% to graduate.

b. Students are required to attend **90%** of the course to graduate. Absences exceeding more than **10%** that are the result of unusual circumstances (e.g., medical, emergency condition) may be considered for exception to policy by the Commandant, Adjutant General School (AGS) on a case-by-case basis.

c. All military service members attending institutional training courses are expected to meet the physical readiness standards of their branch of service.

10. Academic Probation:

a. Students will be counseled within one day after failing any assessed event, except under unusual circumstances when precluded by mission requirements. The student will be informed that continued test failures may result in disenrollment (SSI Reg 350-11).

b. Students failing a second academic requirement will be placed on academic probation and recommended for new start or recycle. Students who continue to not meet the academic standards will be recommended for academic dismissal. Students whose overall class average falls below **80%** will be placed on academic probation and formally counseled regarding note-taking skills, external distracters, and potential academic dismissal.

11. Academic Dismissal, New Start/Recycle Policy: IAW SSI Regulation 350-11, Chapter 5, (Academic Dismissals), students may be released from the course for academic reasons. Students may be eliminated if their grade average is below the standards outlined in this ISAP or students fail to attain a minimum standard on all tests. Any situations meeting the events below must be immediately reported to the Director of the Postal School. Examples which may justify Academic Dismissal, New Start/Recycle, include:

a. Continued failure of assessed events while on academic probation.


b. Repeated failure to report for and participate in training or class activities resulting in missing 10% of the technical training hours of the POI.

c. Cheating includes a wide variety of dishonest behaviors, but it is principally characterized by (although not limited to) the practice of obtaining examination answers or other graded materials inappropriately through means other than personal study, learning, and/or memorization.

12. Non-Academic Relief/Restart Policy: Students may be relieved from a course for nonacademic reasons. Academic relief/dismissal actions take priority when both academic and nonacademic relief/dismissal actions are initiated for a student. Reasons for nonacademic relief/dismissal: for either administrative reasons or for personal misconduct, whether the actions(s) took place on or off-post, or on or off duty. Below are some examples, which may justify nonacademic relief/dismissal: (See AR 350-1, para 3-15 and SSI Regulation 350-11, Chapter 6):

a. Personal conduct is such that continuance in the course is not appropriate (for example, if a student violates regulations, policies, or established discipline standards). No formal adjudication of guilt by a military or civilian court or by a commander under UCMJ, Art. 15 is necessary to support dismissal under this paragraph.

b. Negative attitude or lack of motivation, either of which is prejudicial to the interests of other students in the class.

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c. Academic deficiency demonstrated by failure to meet course standards or lack of academic progress that makes it unlikely that the student can successfully meet the standards established for graduation.

d. Prolonged absence due to illness or injury (as determined by a physician), or added physical profile limitation.

e. Prolonged absence from training due to incarceration in a civilian or military detention facility.

f. Compassionate reasons are present when a student's continued attendance in a course imposes a serious hardship on his/her family, or when prolonged absence for personal reasons prevents the student from attending a critical portion of that course.

g. Failure to conform to prescribed standards of dress, personal appearance, or military bearing.

h. Repetitive disruptive behavior, which interferes with the opportunity of others to learn.

NOTE: Refer to SSI 350-11 for flow charts depicting the relief/restart process for Academic/Non-Academic with or without loss of commission or appointment.

13. **Poor Performance:** Defined as when students overall or technical subject averages drop to a point where, based on the course grading plan, it is mathematically impossible to meet the minimum course average of **80%**.

14. **Counseling:**

a. Students will receive an initial counseling on Postal School Policies to include examination failures.

b. Counseling documents must be signed and dated by both the counselor and student once the counseling is performed. If the student refuses to sign, the counselor must annotate on the document "student refuses to sign".

15. **Remedial Training Policy:**

a. Students who fail to achieve standards on an initial will be provided remediation and reassessed on the materials using an alternate version of the test.


b. Any assignment resulting in a NO GO rating will result in remediation and additional material to assess proficiency. Results from the remediation will be annotated in the student's record, along with student's counseling, but will not be used in computing overall final grades.

16. **Retraining/Retesting Policy:** The School Director has three options for students who fail the retest: (1) authorize further remediation to ensure final proficiency; (2) new start; or (3) elimination. The School Director will dismiss the student from the course per TR 350-10. Under rare and compelling circumstances, the School Director may authorize further remediation and a second retest during non-academic hours for a student who has failed a retest. In order to qualify for a second retest, the following criteria must be met:

a. The student must submit a request expressing why they are deserving of a 2nd retest and state any compelling circumstances which may have led to their test failure. The request must be submitted NLT the next duty day.

b. The student must be recommended by the Instructor and Course Director/Manager for continuation in the course.

c. The student must have an overall average of **80%** or higher, demonstrate professionalism, as well as possess the satisfactory motivation, attitude and aptitude.

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17. Academic Events Challenging Procedures:

a. A student that wishes to challenge a question or questions on an examination must notify their instructor, who in turn will notify the Deputy Director of the Postal School via email within 24 hours of the date that the student was notified of their grade.

b. The Director of the Postal School is the final approving authority for all reclaims of examination question(s). Students will be notified of the results by their instructor.

c. Student will continue to participate in all training until a final decision has been made.

18. Other Evaluation Requirements: None

19. Honors Determination: N/A for Postal Operations PH2.

20. Validation and Operational Trial Test Procedures: Students will be made aware of all validations/operational trials testing after the test has been taken and an assessment by the instructor is completed. Below are the following procedures regarding all test validations/operational trials:

a. If greater than 40% of the student population misses a question, the instructor flags the question and reports the question to Training Development Directorate (TDD) for analysis.

b. TDD, AGS Quality Assurance Element and the Postal School subject matter expert examine the flagged question to determine whether the question is valid for continued use or if students should be given credit for an invalid question.

c. If greater than 30% of the test questions are deemed invalid, the test is referred to the TDD Director for forwarding to the Commandant for a decision on the validity of the test.

d. No students will receive credit for a test the Commandant deems invalid, and that test will not count for academic purposes.


e. If 30% or less of the flagged items are deemed invalid, all students are given credit for those questions and the final test scores will be adjusted, giving credit for the invalid items.

21. Service School Academic Evaluation Report (DA Form 1059): Army students who are in the top 20% of the graduation class and achieve an overall average of at least 90% are eligible to receive the "Exceeded Course Standards" rating in block 11 of their DA Form 1059. The whole person concept and overall performance are considered when selecting "Exceeded Course Standards". The course director/manager reserves the right to withhold rating from any student who displays unprofessional conduct or lacks leadership qualities.

22. American Council on Education Course Information: The credit recommendations for the Postal Operations Course is in the lower-division Baccalaureate and Associate degree as follows: three semester hours in Office Administration.

23. Sexual Harassment and Assault Policy:

a. The Soldier Support Institute (SSI) strongly supports the Army's SHARP Program and has zero tolerance toward any substantiated violation of the Army's or SSI's policies pertaining to either sexual harassment or sexual assault. All military and civilian personnel attending training at any of SSI's courses will be made aware of the organization's policy

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and must at all times conduct themselves in accordance with the Army Profession. Violators of the policy will be recommended for disenrollment and other adverse actions.

b. Sexual assault and sexual harassment are not the same, although they are related to each other. Sexual harassment is a form of gender discrimination involving unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual assault is defined as intentional sexual contact, characterized by use of force, threats, intimidation or abuse of authority, or when the victim does not or cannot consent. There are two types of sexual harassment:

(1) Quid Pro Quo sexual harassment refers to conditions placed on a person's career or terms of employment in return for sexual favors. It involves threats of adverse actions if the victim does not submit or promises of favorable actions if the person does submit.

(2) Hostile Environment sexual harassment occurs when a person is subjected to offensive, unwanted, and unsolicited comments and behavior of a sexual nature that interferes with that person's work performance or creates an intimidating, hostile or offensive working environment.

c. Sexual assault is a crime, it includes rape, forcible sodomy (oral or anal sex), and other unwanted sexual contact that is aggravated, abusive, wrongful (including unwanted and inappropriate sexual contact), or attempts to commit these acts that involve physical contact. While sexual harassment can involve physical contact, it can also refer to verbal or other forms of gender discrimination of a sexual nature. Sexual assault is a crime punishable by the Uniform Code of Military Justice.

COMMANDANT	DATE	PREPARER	DATE
FOR THE COMMANDANT:	28 February 2019		28 February 2019
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