

JST CORRECTION/UPDATE PROCEDURES (ARMY)

1. ATRRS/TRAINING RECORD ISSUES

1. How do I update missing or incomplete training data on my JST?

All course information is sent to JST by the Army Training Requirements and Resources System (ATRRS) on a monthly basis. Each individual school is responsible for annotating the ATRRS system when a Soldier graduates from a course. Prior to contacting Army JST support staff, please ensure your training records are correct in ATRRS. If you are missing a course you completed more than two months ago, please send a copy of all documented training certificates (DA-1059) and justification to Army JST Support staff.

2. ACE CREDIT/RECOMMENDATION ISSUES

1. What is ACE?

The American Council on Education (ACE) Military Guide presents ACE credit recommendations for formal courses and occupations offered by all branches of the military. All recommendations are based on ACE reviews conducted by college and university faculty members who are actively teaching in the areas they review. You can find more information about ACE at <http://www.acenet.edu>.

The Military Evaluation Program provides guidance to service members, civilians, military education centers, and colleges and universities interpreting military transcripts and documents.

Email: militaryed@acenet.edu
Phone: 202-939-9300

2. Why does my course/MOS say "PENDING EVALUATION?" When will it be evaluated?

All course and MOS evaluations are provided by ACE. When new courses/MOSs are created by the Army, ACE needs time to evaluate them. The same is true for existing courses/MOSs that experience significant changes. The amount of time required is dependent upon the timely submission of documents by the Army to ACE for their evaluation.

3. What is an MOS (primary, secondary, and duty)?

All soldiers receive a primary military occupational specialty (MOS) in which they normally work and are evaluated.

Some soldiers receive a secondary MOS, which is generally related to their primary MOS. They are evaluated every other year in the secondary MOS.

A soldier works in a duty MOS, which in most cases is the same as the primary MOS. If the duty MOS is different from the primary MOS, soldiers are evaluated by the supervisor in their duty MOS.

Credit may be awarded in either the primary or duty MOS or both. The soldier must maintain proficiency in the primary MOS as well as the duty MOS. Ordinarily, the primary, secondary, and

duty MOSs are in the same or a related career field. If so, there may be some duplication in the credit recommendations.

4. Most MOS exhibits do not carry a specific credit recommendation for Skill Levels 10 and 20. Why is that?

One of ACE's criteria for evaluating an occupational system is that it must provide for the assessment of the individual. Since the Army no longer offers a standardized testing system, ACE recommends credit only for Skill Levels 30, 40, and 50. For Skills Levels 10 and 20, colleges and universities may grant credit based on an individualized assessment of the student. For additional information, refer to the ACE Occupation Evaluation System.

5. When I look at the courses or the MOS history there is missing or incomplete data.

Enlisted Service Members:

Prior to contacting Army JST support staff, please ensure your MOS records are correct in ATRRS and with your chain of command (S3). If you are missing MOS data/Series level, please send any documentation and justification to Army JST Support staff.

Veterans:

Please send any documentation (DD-214) or and justification to Army JST Support staff. In the event you are missing or have lost your DD-214 you can go to the National Archive website and request your military records. The National Archive website is <http://www.archives.gov/veterans/military-service-records/>

3. ARMY PERSONNEL (ITAP) ISSUES

1. My Name, Rank, Birth date, BASD or some other personnel data is incorrect or missing.

As much as we don't like it, data entry errors exist. Some reasons may involve data entry errors or changes to your data within the database due to personnel actions (i.e., re-enlistment, PCS, discharge, etc.) The Integrated Total Army Personnel Data Base (ITAPDB) is maintained and updated by your unit Personnel Officer/S-1. The JST personnel records are updated from ITAPDB. Your Personnel Officer/S-1 will be able to verify your data and/or make the necessary corrections so that you will be able to access your transcripts. Once you make corrections, there may be a delay before the JST data is automatically refreshed. The Army JST support staff can make updates but they may be overwritten when the data is refreshed from the ITAPDB data feed.

Please contact Army JST Support Staff for additional assistance.

ARMY JST SUPPORT STAFF:

Effective 2 January 2017, we will be using this website for all correspondence, thus the email option will longer be available. Please note that you can submit your official JST to any institution located on the "Official Transcript Request" page on this website. For all other inquiries, log in to JST and open a case and upload any documentation for review if necessary. We apologize for any inconvenience as we work towards addressing all JST inquires through the website.