College Credit/Credly Procedures
August 2022

The American Council on Education's (ACE) has partnered with Credly, a leading digital credential provider, to provide you with badges and transcripts on their Acclaim platform for those Skillsoft courses that have been ACE accredited. The badges contain information about your completed courses explaining what you have learned and the recommended equivalent credits.

1. **Requirements for obtaining college credits**:

    a. Army users who would like to receive badges and transcripts for these courses must successfully complete all of the individual courses in the ACE accredited course modules and then complete the Course Test Prep Exam(s) or Final Exam(s) that are associated with those modules in a proctored environment. NOTE: The user has a limit of three attempts to pass the Test Prep or Final Exam in order to receive college credits and it should be taken in Certification Mode. This does not apply to the individual courses, only the Test Prep or Final Exam that is completed in the presence of a proctor. To access the courses, log in to your Army e-Learning account at https://usarmy.skillport.com; click on the Browse the Library link in the top menu, then the College Credit/Credly link under the Army's Custom Curricula column.

    b. After the proctor has signed the Tracking Form in the space provided after each of the applicable course module(s), send the form to the Army e-Learning Program Office at kimberly.e.berry2.civ@army.mil and leslie.a.york.civ@army.mil . Upon verification of completions, the Army e-Learning Program Office will submit the information provided on the College Credit/Credly Tracking Form to Credly to issue you your badge. Credly will then contact you to accept your badge.

2. **Process for receiving your badge.**

    a. Once you've accepted a badge and set up your profile in the Acclaim platform, you'll be able to order an official transcript directly from Acclaim at no cost to you. Enter information carefully, as this is an official document. To order a transcript, you will need:

    --Your full legal name and date of birth so the institution can identify you in their system.
    --The name and/or department and email address for the recipient of the transcript. Look on the college's website for information about where to send transfer transcripts, as it varies with each institution.
    Starting a program with credits under your belt can help you finish a degree more quickly and cheaply than starting from scratch.

    b. Before you order, click on "View Transcript" to download a free copy. We recommend you use this copy of the transcript to check that all of your credentials are displayed correctly before you send an official version. You can also keep this copy for your records. However, do not send

a copy of your transcript to a college yourself. Most institutions will consider a transcript sent by a student as unofficial and will not accept it.

c. The transcript informs the institution of the recommended number of credits to issue, as well as the educational level and subject areas of the courses or exams you completed. Many colleges and universities grant credit for prior learning, but each may have a different set of acceptance policies. It is always a good idea to contact institutions directly to ask about their policies on accepting prior-learning credits.

d. If a credential is missing on your transcript but it shows up on your profile, check to make sure that the credential is set to "Public" so that it can be included.

e. If you have successfully requested college credit transcripts from ACE within the last two years you will be contacted by ACE providing an option for you to accept badges for courses that you previously completed.

Getting help

The Acclaim Help Center has many guides for how to use your digital credentials, but if you can't find the answers to a technical question, you can submit a help request.

If you already have a transcript from ACE's CREDIT service with courses from other providers, you may need to contact the ACE Student Resource Center to get your new accomplishments added to your transcript. As we move all of our educational partners to Credly's Acclaim platform, we will phase out the old transcript portal you previously used. Keep an eye out for information from CREDIT about moving your credentials to Credly.

The ACE Student Resource Center can also help if you are having trouble communicating with an institution or if they have questions about the transcript you sent. You can email the Resource Center at credit@acenet.edu, and they are available to help Monday through Friday from 8:45 a.m. to 4:45 p.m.