Credentialing Assistance (CA) DECIDE

PURPOSE:

The purpose of this document is to explain the process of identifying, selecting, and applying for Credentialing Assistance (CA) funding through the CA DECIDE tool.

CONTENTS:

INTRODUCTION:

Credentialing Assistance (CA) DECIDE is a decision support tool developed to assist Service members participating in the Army Continuing Education System (ACES) Texas CA Limited User Test (LUT). CA DECIDE allows Service members to identify training providers that offer training courses which prepare them for industry-recognized certifications and licenses. After choosing from a wide selection of vetted training providers, Service members can begin the CA funding application process directly from CA DECIDE. This Standard Operating Procedure outlines the steps to navigate through the tool from selecting a credential through submitting an application.

Accessing CA DECIDE

Accessing CA DECIDE directly

STEP 1: Navigate to www.cad.gosoced.org

Navigating to CA DECIDE through GoArmyEd

STEP 1: Navigate to your GoArmyEd account via https://www.goarmyed.com/
STEP 2: From your GoArmyEd homepage and select "My Education Record"

STEP 3: Select the "Helpdesk Cases" tab

STEP 4: Select the blue "Create New Helpdesk Case" button

STEP 5: Select the blue "Helpdesk Resources" button at the bottom of the page

STEP 6: Select "Create Helpdesk Case" next to the image of a clipboard. When the pop-up message appears, select "Proceed"

STEP 7: Navigate to the drop-down menu in the "Case General Information" section and select "Credentialing Request" as the case type

STEP 8: Navigate to CA DECIDE using the link at the bottom of the page.

Selecting a Credential

STEP 1: From www.cad.gosoced.org, select "Get Started"
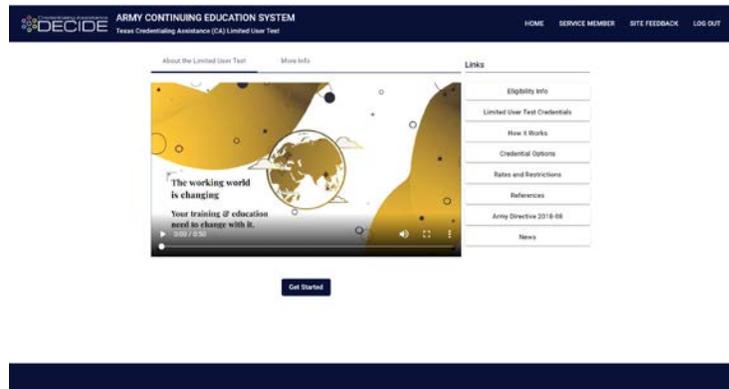
STEP 2: Browse the list of 31 credentials approved as part of the LUT – information available includes:

1. A short description of the credential
2. The national certifying organization that offers the credential
3. The number of eligible training providers in the CA DECIDE system
4. The requirements to take the certification exam and receive the official credential
5. The cost of the exam
6. The cost of any associated membership fees

Applying for Funding
Funding for a Training Program

STEP 1: Once you are ready to proceed with your application for funding, select the button labeled "Get Funding". To see eligible providers and apply for a training program, select the button labeled "Training Funding" in the pop up
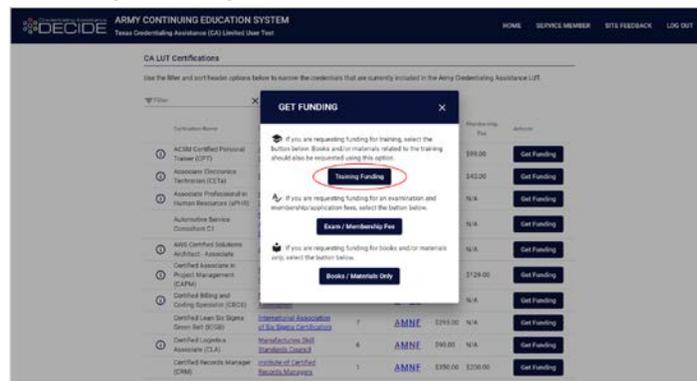
STEP 2: You will then be taken to the list of training providers approved to offer training for the specific certification or license you selected. Information available in this includes:

- Training Program name
- Training Index Score – a number out of 100 that represents a training provider's level of transparency based on their business practices, willingness to accommodate Service members and effectiveness in delivering training
- Training Program length
- Location of the Training
- Cost of the Training

STEP 3: Selecting the magnifying glass with the plus sign under "More Info" reveals further details and benefits included in each course. Selecting the different labels such as "Index Score" and "Locations" will show additional details about the training program.

STEP 4: The results displayed in the list of evaluated training providers can also be filtered down based on various criteria, including:

- Index Score Minimum
- Cost Maximum
- Modality (classroom training, online training, or self-guided training)
- Location (number of miles away from a specific zip code)
- Whether to show Colleges and Universities
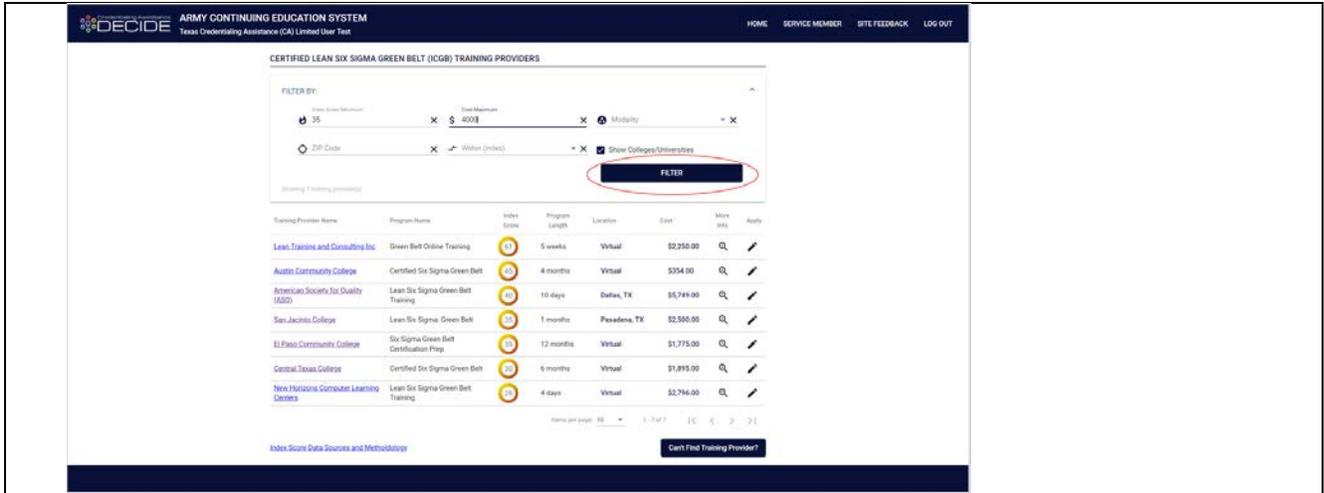
STEP 5: If you cannot find your desired Training Provider in the list of approved providers, select the button in the bottom right corner labeled "Can't Find Training Provider?" and fill in the required information in the pop-up to submit the provider for evaluation by HQ ACES.
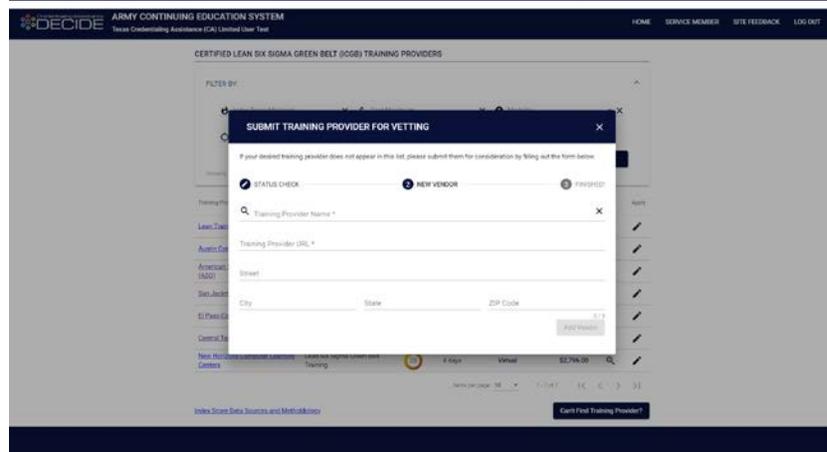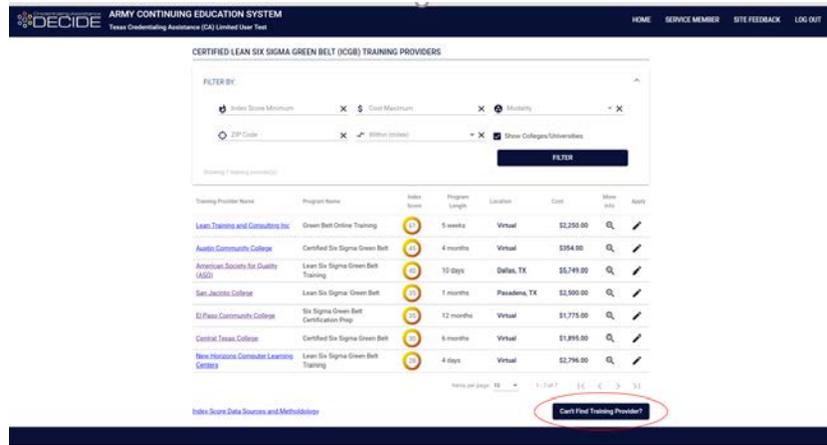
STEP 6: Once you have explored the available options and decided on a training provider, select the pencil icon under the "Apply" column to start your application. Note that if you select a college or university who is a signatory of the Department of Defense (DoD) Memorandum of Understanding

(MOU), you will be prompted to return to GoArmyEd and apply for funding for the course using Tuition Assistance (TA).

STEP 7: If your selected training provider is eligible for funding through the CA program, you will be prompted to begin the Application for Funding, which begins with a question to designate your military status.

STEP 8: Continue by filling in the required personal information

STEP 9: Designate a Training Start Date and Training End Date. There is also the opportunity to include any relevant comments regarding your credentialing objective.

Note - Applications must be submitted at least 30 days in advance of the Training Start Date

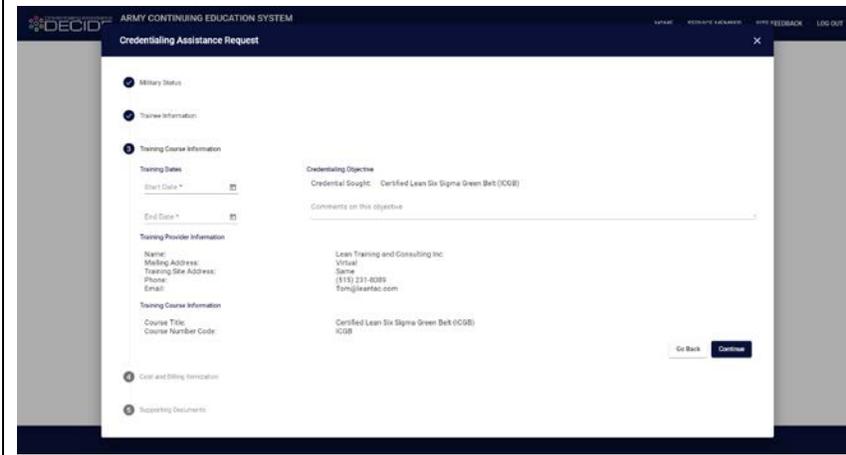**STEP 10:** In the Cost and Billing Itemization section, you can edit any information that needs to be changed or indicate that a user account is required to make a payment to the training provider. Additionally, you can add an additional billing item for items such as books or materials that you will use during the training that must be purchased in addition to the course.
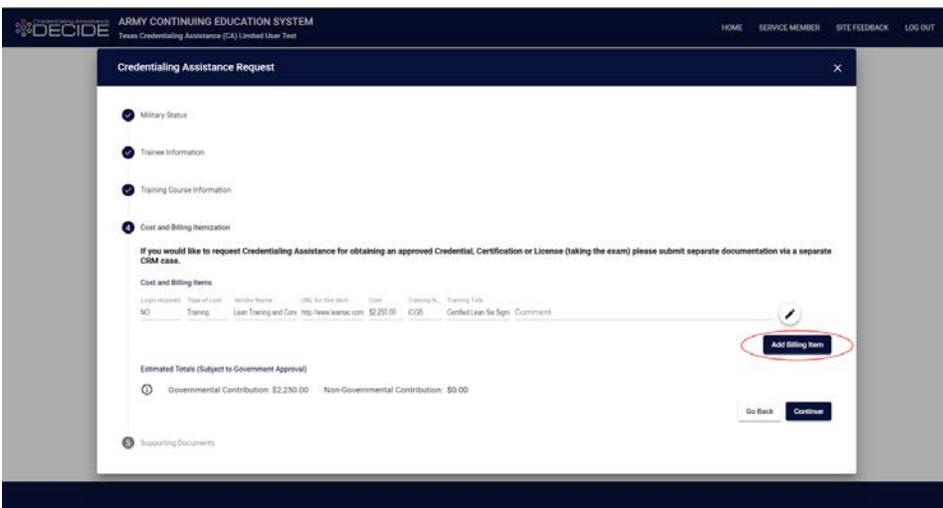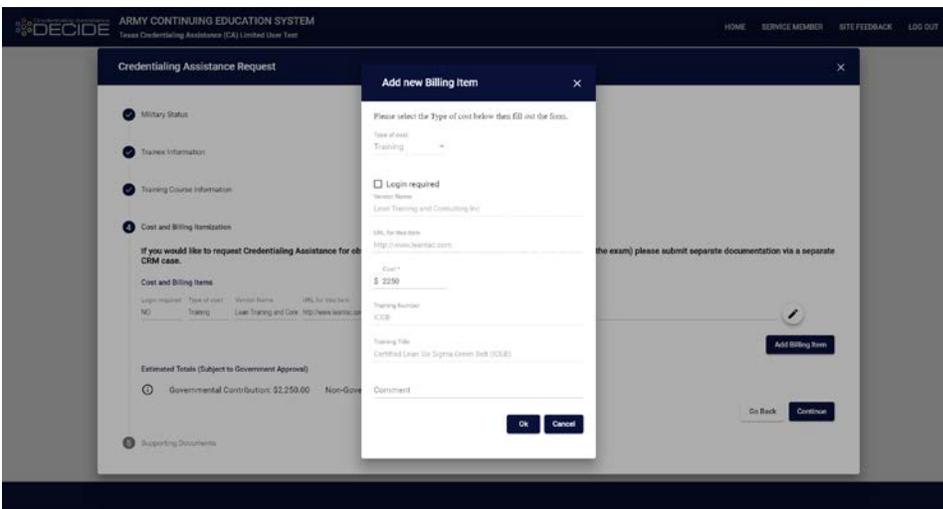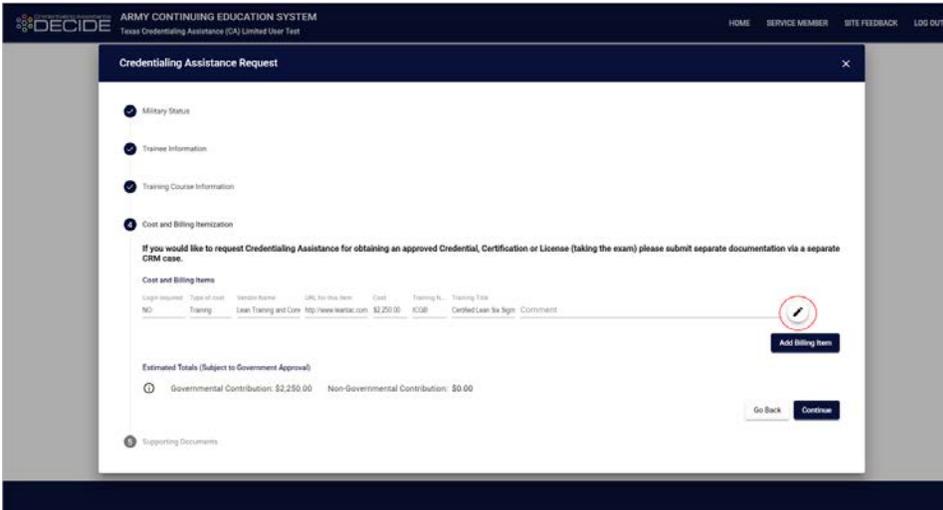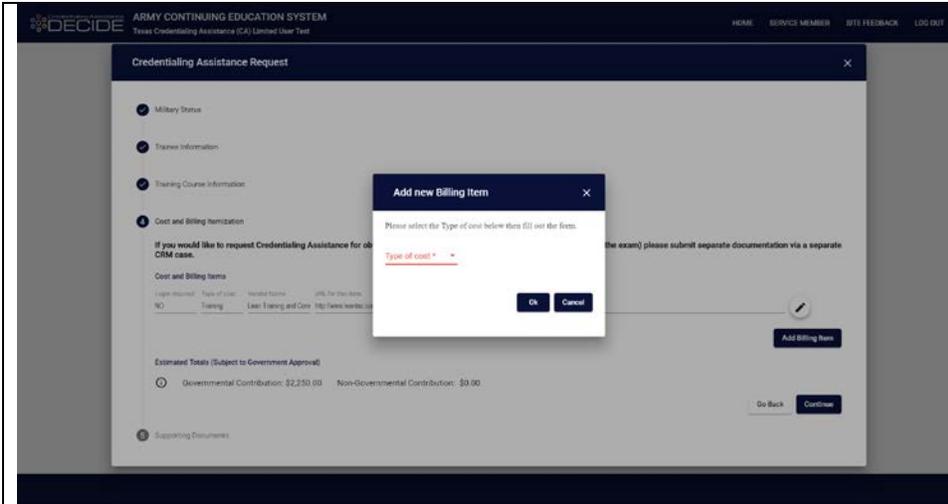
**STEP 11:** Notice the Estimated Totals calculated at the bottom of the page. The "Government Contribution" estimate represents the amount of money that will be paid out of CA funds for the selected training program and any other billing items. The "Non-Governmental Contribution" is the amount that you are obligated to cover using personal funds.

Note - the contribution totals calculated on this page are estimates that may change and are subject to government approval*
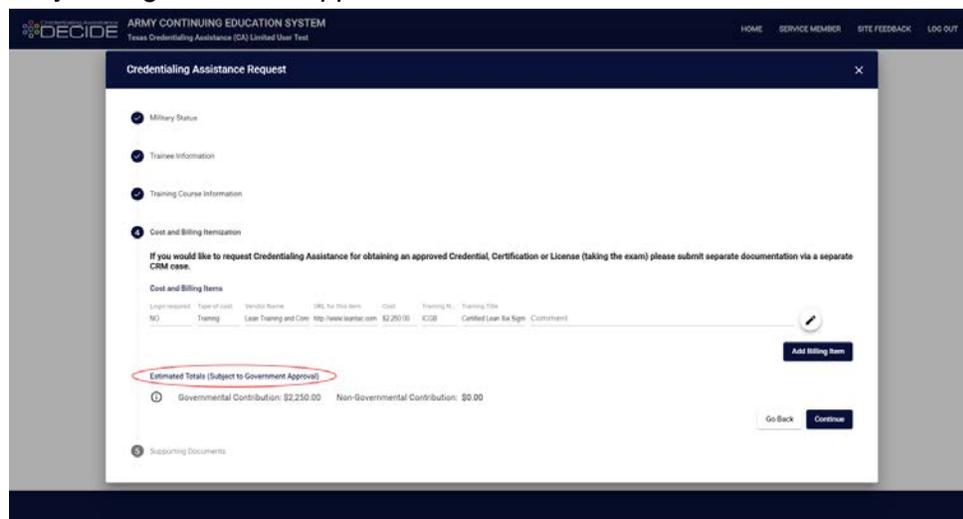

STEP 12: The final step to complete in CA DECIDE is to download the application file, which will export in the form of a Microsoft Excel file. This page of instructions explains the requirements to finish and submit your application, including:

- Creating a GoArmyEd "Credentialing Request" Helpdesk case and attaching the exported Excel file
- Attaching a signed Statement of Understanding (SOU) as well as any other required supporting documentation for your selected training program
- Having your GoArmyEd account tied to a Home School and Degree Plan
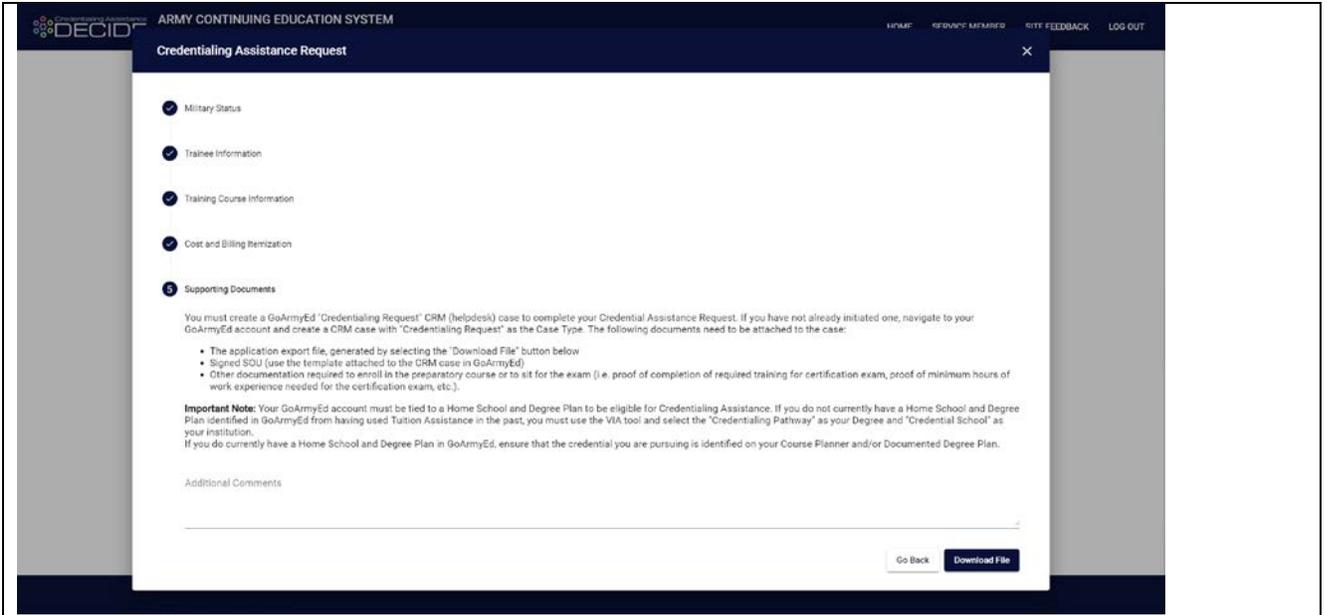
STEP 13: Download the Microsoft Excel file, which will have the name *Supplemental Excel for (Last Name, First Name).xlsx*. Check the file for accuracy before proceeding to GoArmyEd and completing the necessary final steps to submit your Credentialing Request Helpdesk case and finish your application for Credentialing Assistance.
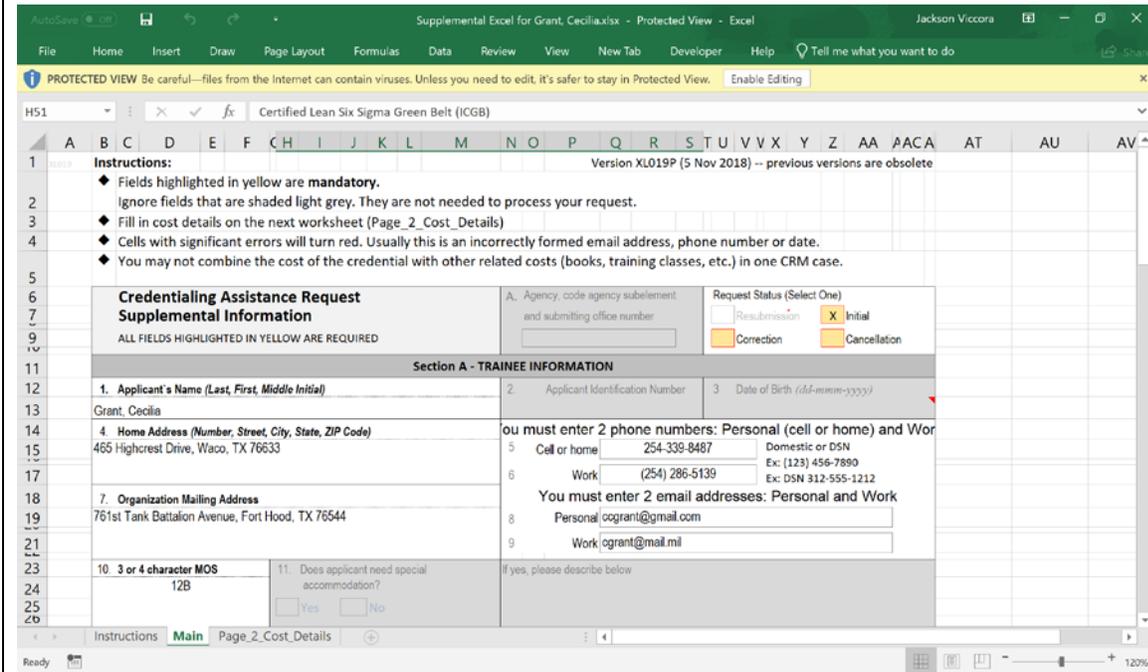
STEP 14: If you have already opened a "Credentialing Request" Helpdesk Case, skip to step 20. If you have not, navigate to your GoArmyEd homepage and select "My Education Record"

STEP 15: Select the "Helpdesk Cases" tab

STEP 16: Select the blue "Create New Helpdesk Case" button

STEP 17: Select the blue "Helpdesk Resources" button at the bottom of the page
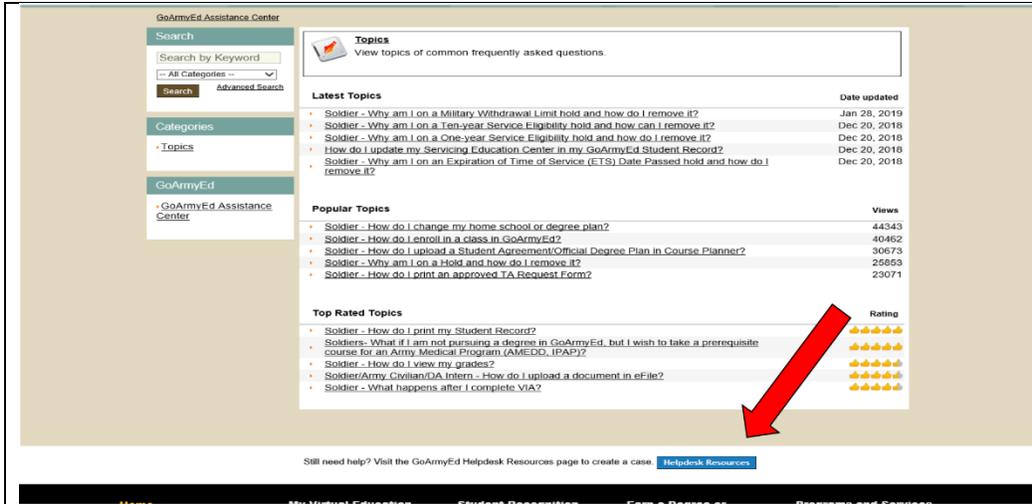
STEP 18: Select "Create Helpdesk Case" next to the image of a clipboard. When the pop-up message appears, select "Proceed"
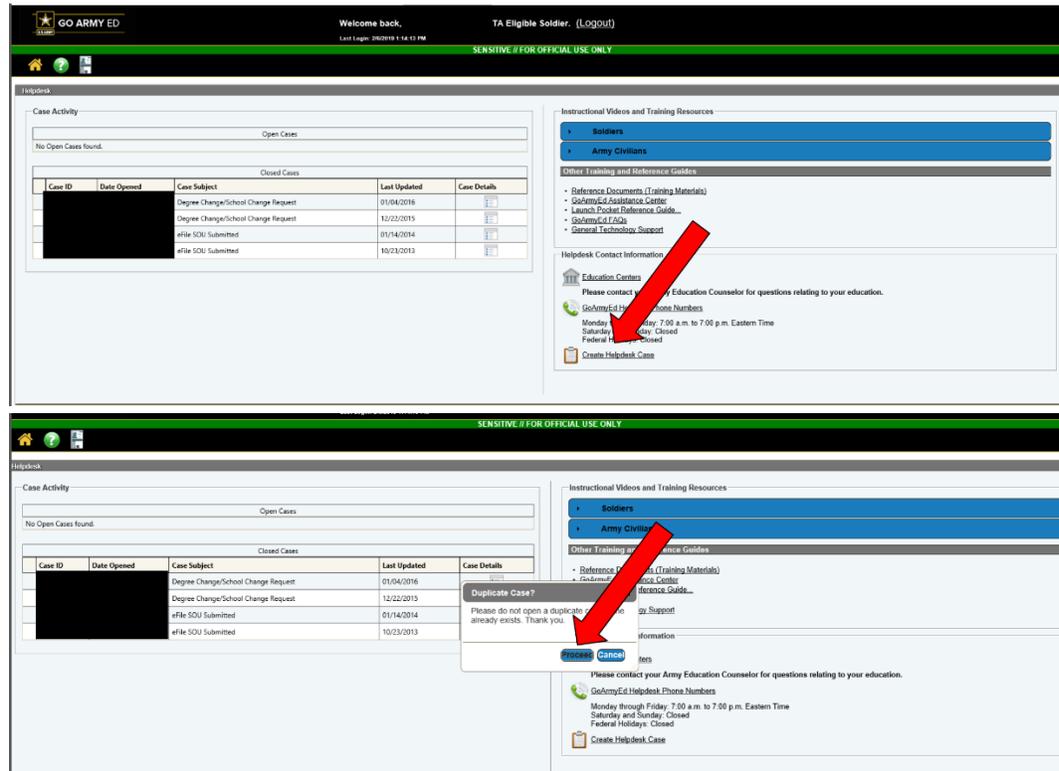
STEP 19: Navigate to the drop-down menu in the "Case General Information" section and select "Credentialing Request" as the case type

STEP 20: Attach all required documents to your Helpdesk Case, including the Microsoft Excel application file that you downloaded from CA DECIDE, a signed Statement of Understanding (SOU), and any additional documentation that may be required for your credential

STEP 21: Once you add a Subject and Description to the Helpdesk Case, select "Submit" at the bottom of the page and your application is officially submitted and routed to an Army Education Counselor for review and approval. You will be notified by HQ ACES with the outcome of your application and instructions on how to proceed.

Note - Current CA policy requires recipients to report the outcome of their training program within 30 days of completion
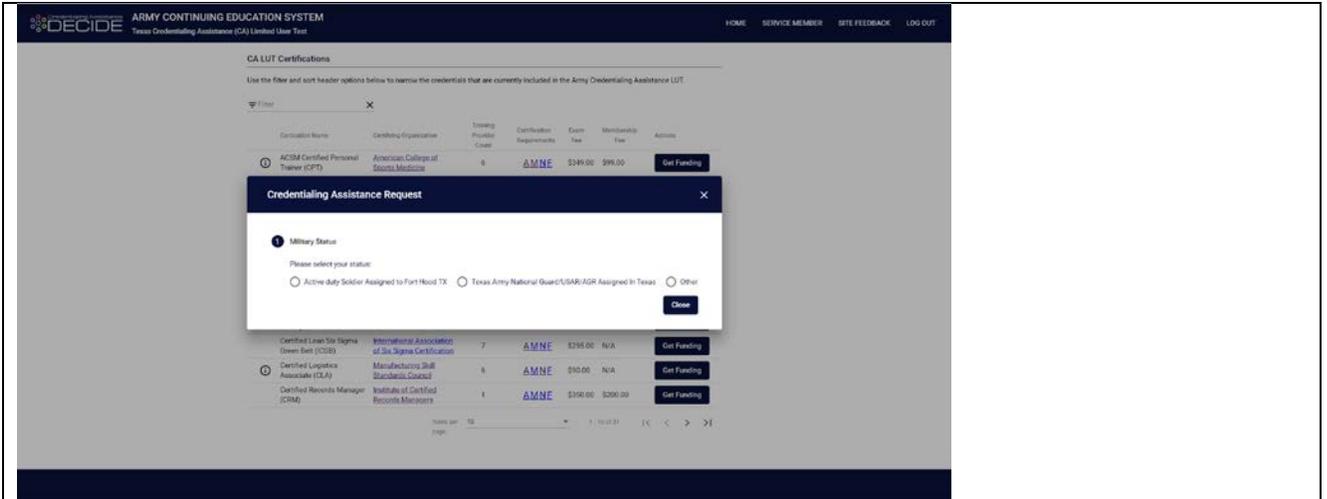
Funding for an Exam or Membership Fee

STEP 1: Once you are ready to proceed with your application for funding, select the button labeled "Get Funding". To apply for funds to cover a certification exam or required membership fee, select the button labeled "Exam/Membership Fee" in the pop up
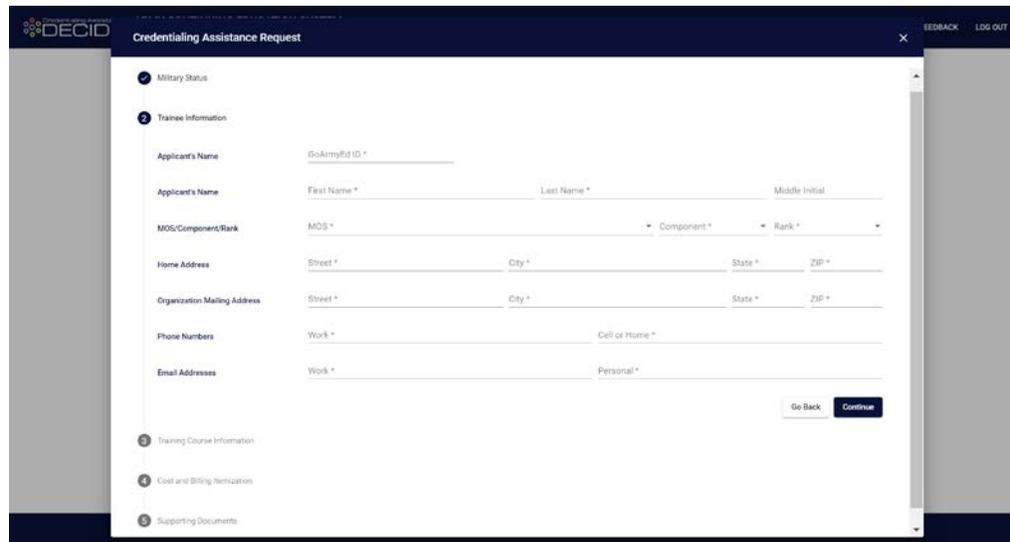

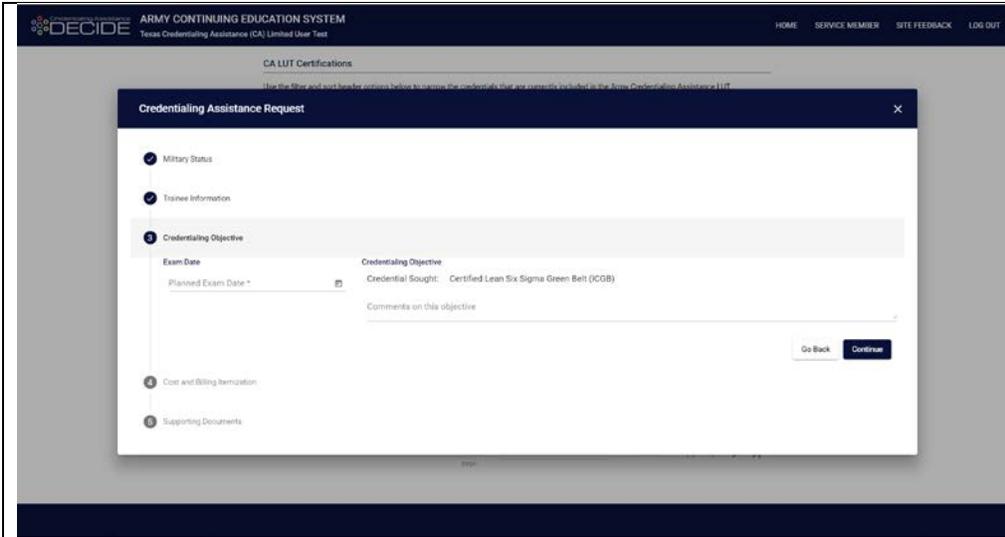**STEP 2:** You will be taken directly to the Application for Funding, which begins with a question to designate your military status.

**STEP 3:** Continue by filling in the required personal information

STEP 4: Designate the date that you plan to take the certification exam. There is also the opportunity to include any relevant comments regarding your credentialing objective.

Note - Applications must be submitted at least 30 days in advance of the Exam Date*

STEP 5: In the Cost and Billing Itemization section, you can edit any information that needs to be changed or indicate that a user account is required to make a payment to the Exam provider. Additionally, you can add an additional billing item for items such an application fee or membership fee required by the National Certifying Organization before you can be granted the credential.
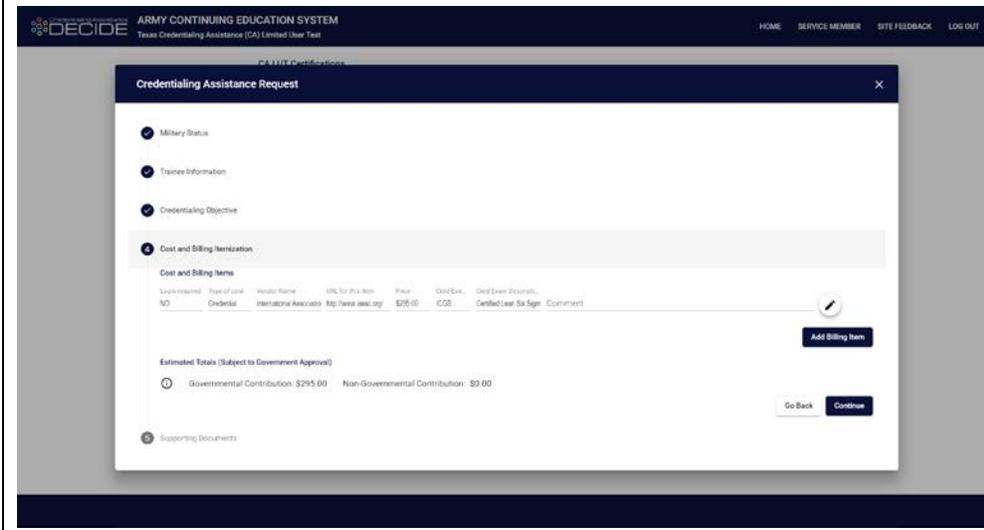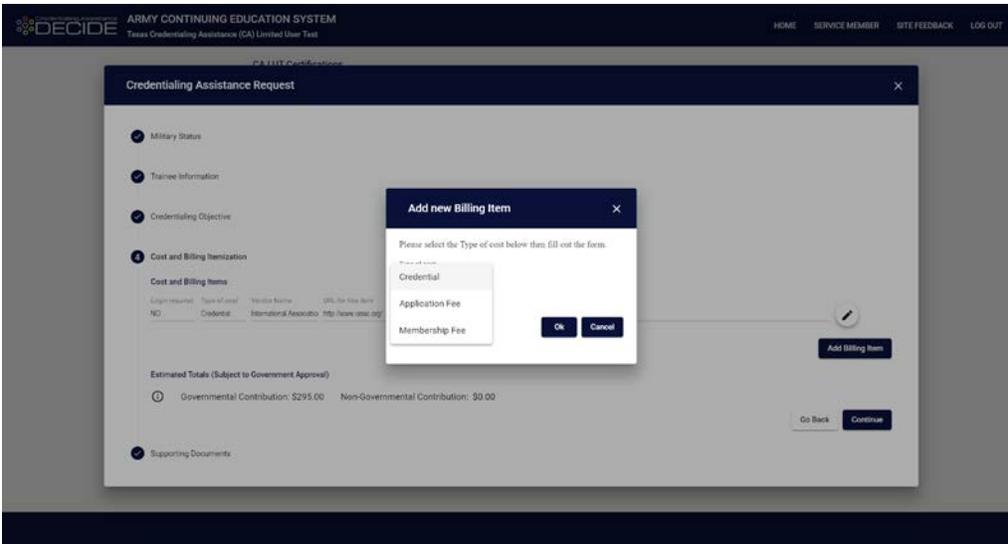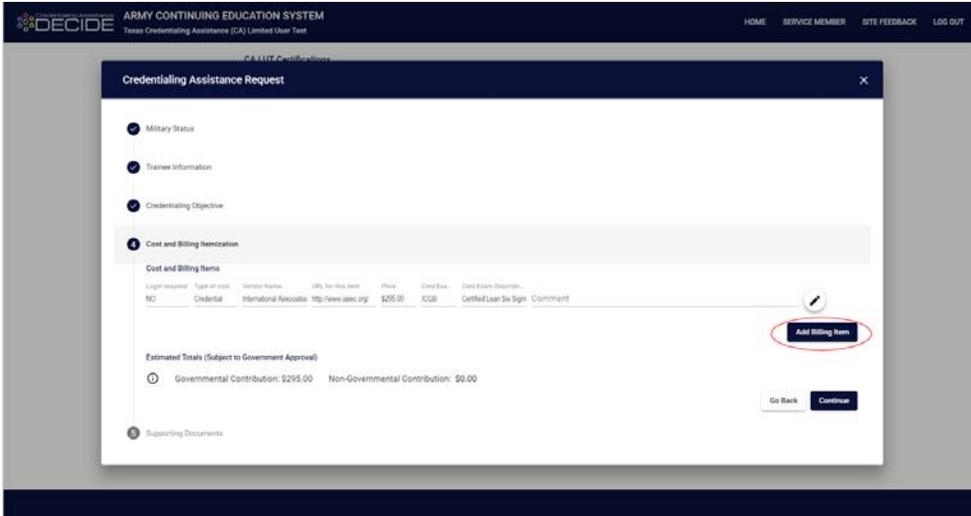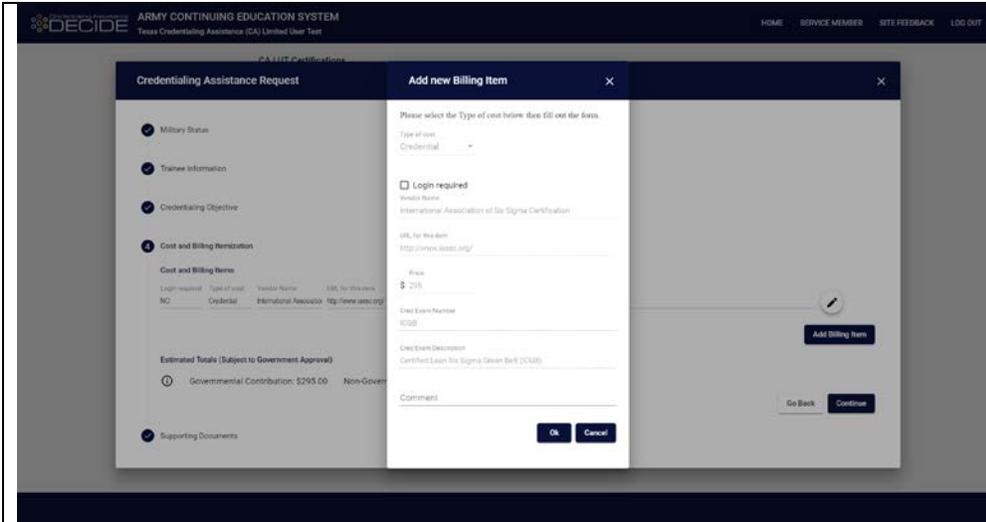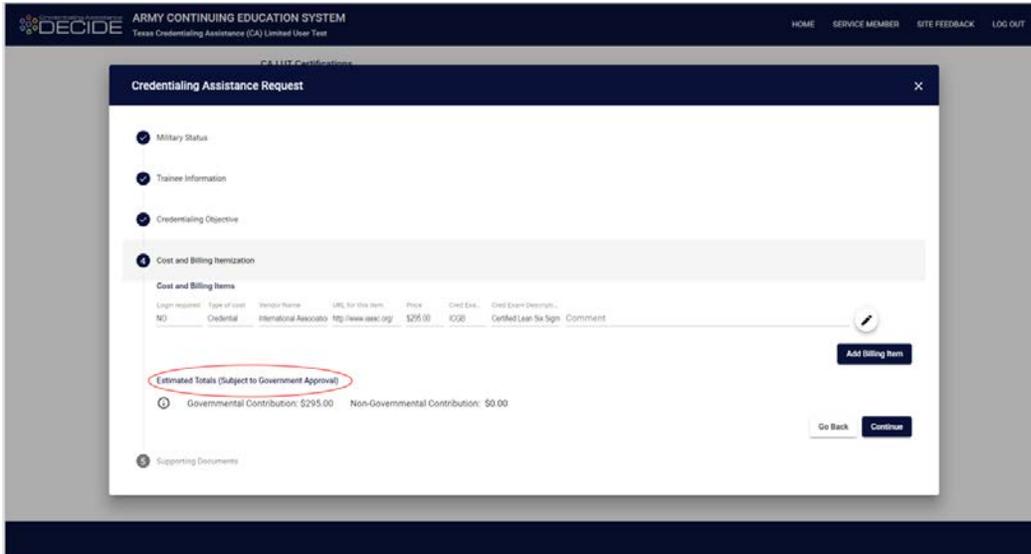
STEP 6: Notice the Estimated Totals calculated at the bottom of the page. The "Government Contribution" estimate represents the amount of money that will be paid out of CA funds for the
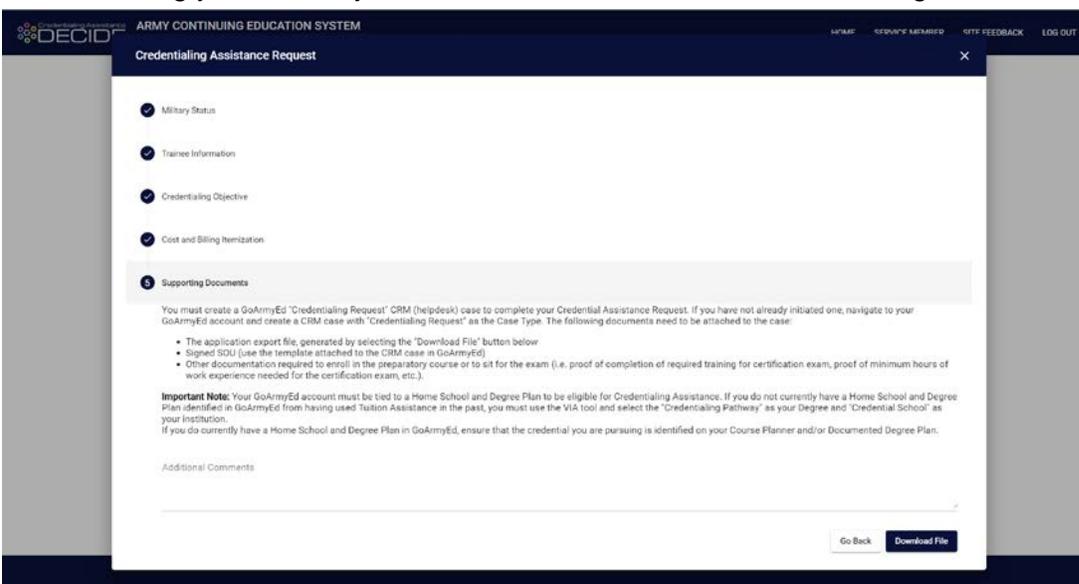
selected Exam fee and any other billing items. The "Non-Governmental Contribution" is the amount that you are obligated to cover using personal funds.

Note - the contribution totals calculated on this page are estimates that may change and are subject to government approval*

STEP 7: The final step to complete in CA DECIDE is to download the application file, which will export in the form of a Microsoft Excel file. This page of instructions explains the requirements to finish and submit your application, including:

- Creating a GoArmyEd "Credentialing Request" Helpdesk case and attaching the exported Excel file

- Attaching a signed Statement of Understanding (SOU) as well as any other required supporting documentation for your selected training program

- Having your GoArmyEd account tied to a Home School and Degree Plan

STEP 8: Download the Microsoft Excel file, which will have the name "*Supplemental Excel for (Last Name, First Name).xlsx*". Check the file for accuracy before proceeding to GoArmyEd and

completing the necessary final steps to submit your Credentialing Request Helpdesk case and finish your application for Credentialing Assistance.

STEP 9: If you have already opened a "Credentialing Request" Helpdesk Case, skip to step 15. If you have not, navigate to your GoArmyEd homepage and select "My Education Record"

STEP 10: Select the "Helpdesk Cases" tab

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Funding for Books and/or Materials Only

STEP 1: Once you are ready to proceed with your application for funding, select the button labeled "Get Funding". To apply for funds to cover the books and/or materials needed to prepare for a certification exam, select the button labeled "Books/Materials" in the pop up

STEP 2: You will be taken directly to the Application for Funding, which begins with a question to designate your military status.

STEP 3: Continue by filling in the required personal information

STEP 4: Designate the date that you plan to take the certification exam. There is also the opportunity to include any relevant comments regarding your credentialing objective.

Note - Applications must be submitted at least 30 days in advance of the Exam Date

STEP 5: In the Cost and Billing Itemization section, must add a Billing Item for each book and/or material for which you are requesting funding. For each Item, designate whether it is a Book or a Material and fill in the required information. Once you select "Ok", the Billing Item you submitted will automatically appear in the list.
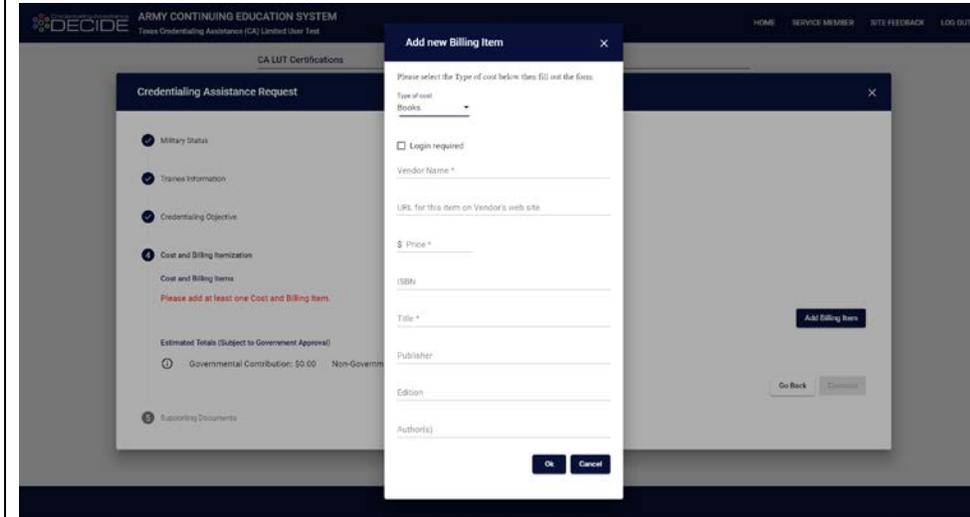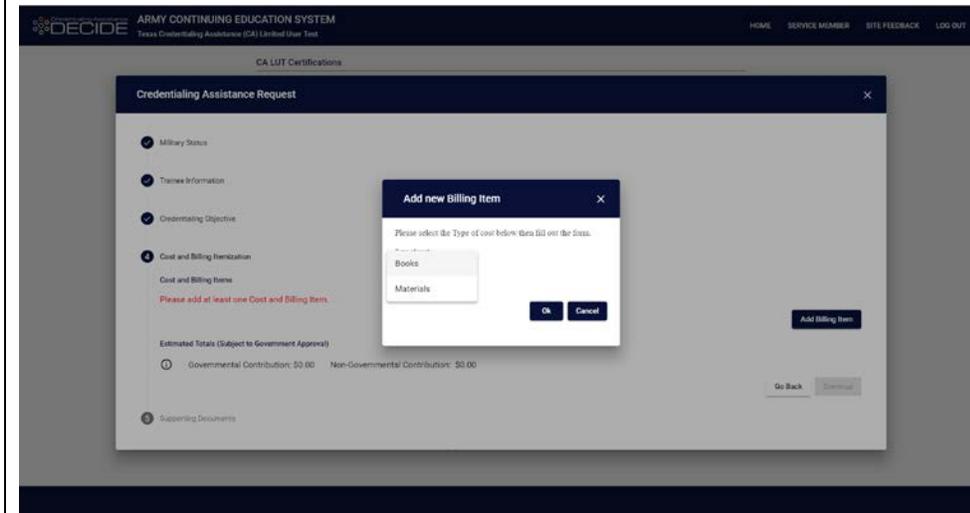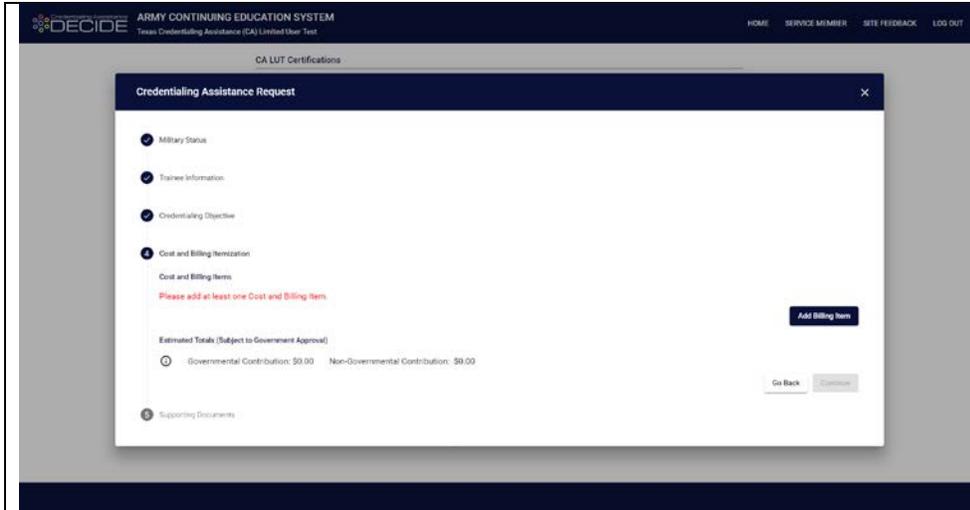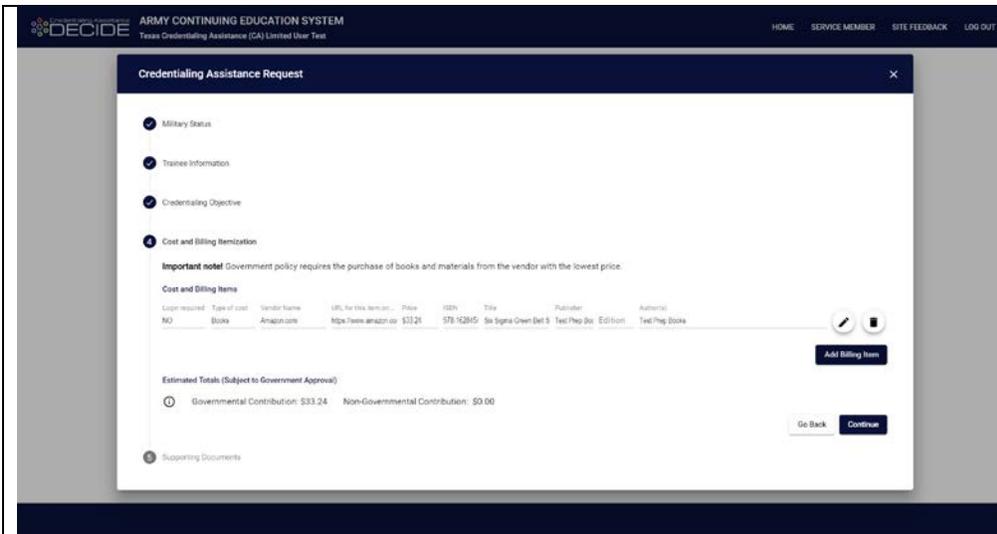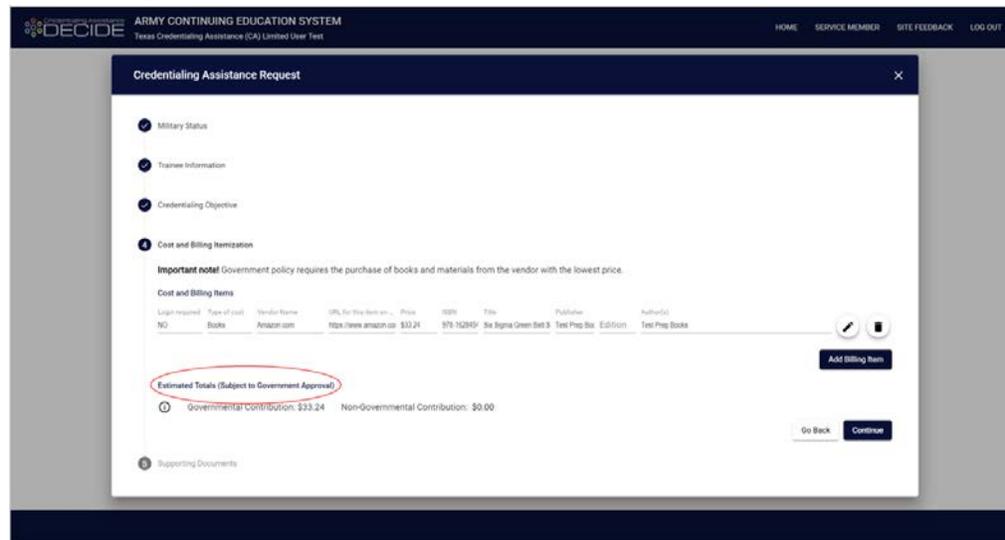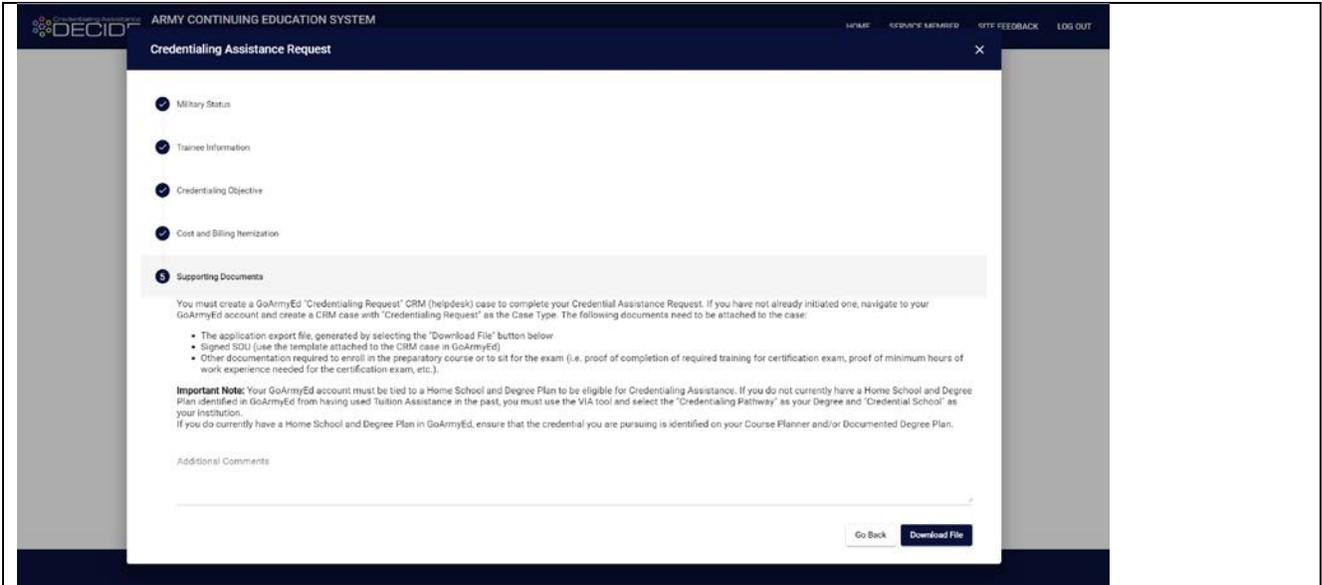
STEP 6: Notice the Estimated Totals calculated at the bottom of the page. The "Government Contribution" estimate represents the amount of money that will be paid out of CA funds for the submitted Books and Materials. The "Non-Governmental Contribution" is the amount that you are obligated to cover using personal funds.

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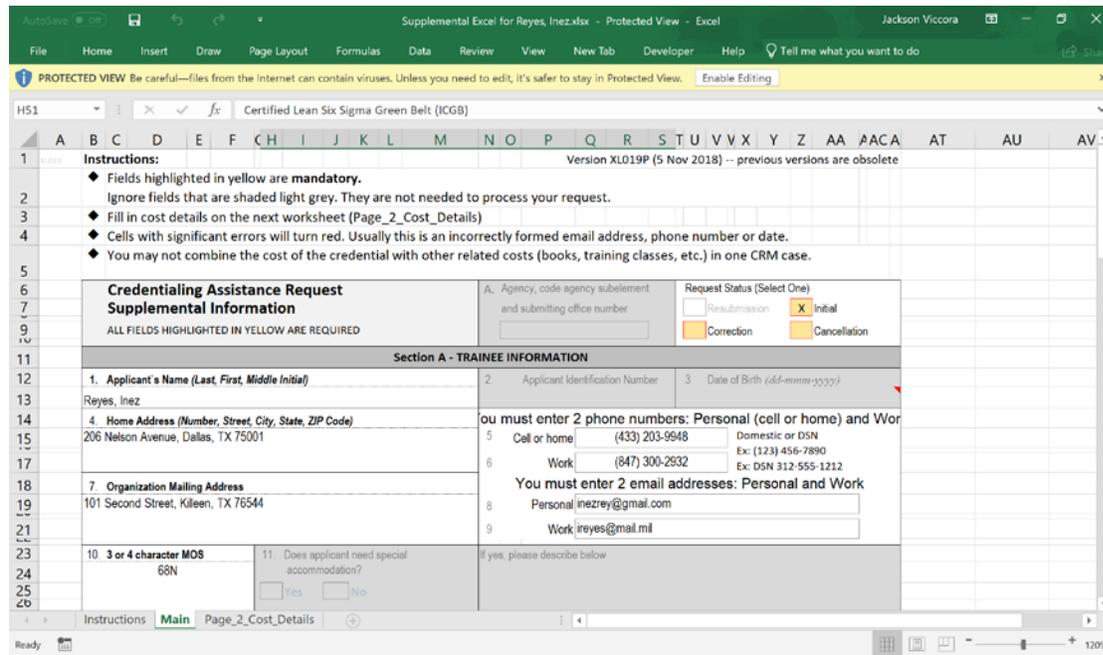

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STEP 11: Select the blue "Create New Helpdesk Case" button

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STEP 13: Select "Create Helpdesk Case" next to the image of a clipboard. When the pop-up message appears, select "Proceed"

STEP 14: Navigate to the drop-down menu in the "Case General Information" section and select "Credentialing Request" as the case type

STEP 15: Attach all required documents to your Helpdesk Case, including the Microsoft Excel application file that you downloaded from CA DECIDE, a signed Statement of Understanding (SOU), and any additional documentation that may be required for your credential

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