



GOARMYED LOI SCHOOL NEWSLETTER



PRESENTERS

Headquarters – Army Continuing Education System (HQ ACES)

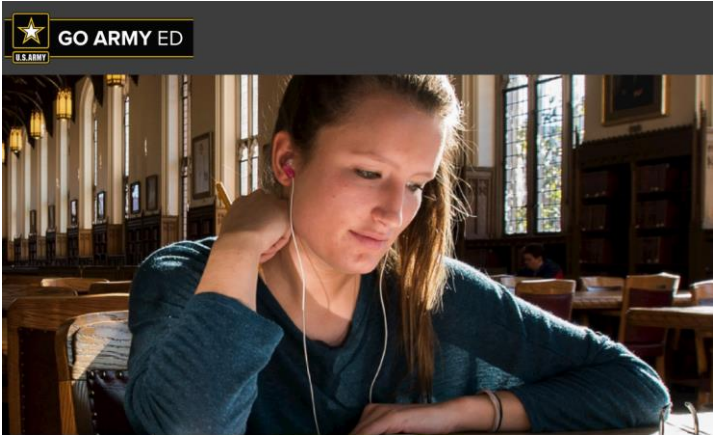
- Dr. Pamela Raymer, Chief, HQ ACES
- Steve Clair, Deputy Chief, Programs & Systems Branch Chief
- Ron Ortiz, GoArmyEd Systems Branch Chief
- Trent Stanfield, Finance Branch Chief
- Ela Karczewska, HRC ACES Program Analyst
- Gary Remington, SOC/Postsecondary Program Manager
- Mark Mazarella, Tuition Assistance Policy Program Manager
- Bree Charlot, Counseling Program Manager
- Jason Bise, Education Services Specialist, GoArmyEd Branch
- Russ Mott, Education Services Specialist, GoArmyEd
- Jennifer Kucan, Education Services Specialist, GoArmyEd Branch
- Irina Rader, APT/Academic Testing Program Manager
- Jacqueline Smith, Education Services Specialist, IMCOM
- Ken Hardy, Chief, Education Services Branch, National Guard

Servicemembers Opportunity Colleges (SOC)

- Stephanie Kahne, GoArmyEd Lead
- Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons
- Su-Mei Hedges, Programs & Systems Analyst

IBM

- Christina Milne, Sustain Program Manager
- Ruth Perez, Diana Duparl, Degree Management Specialists



LOI SCHOOL WEBINAR RECORDING & SLIDE INFORMATION

Webinar recording is available [here](#).
 Presentation slides are available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

OPENING REMARKS by Dr. Raymer

Academic institutions are valuable partners with us to provide quality educational opportunities for our Soldiers. General Studies and Criminal Justice degrees are popular degrees and can be achieved more easily than other types of degrees, but in pursuit of providing "quality" educational opportunities, we want you to support us in our goal of promoting Soldier choice for stronger degree programs. At the same time, we must ensure that Soldiers are ready to pursue and complete an academic degree. Thanks for all your efforts in supporting Soldiers be cognitively flexible, active learners, culturally agile, tolerant to uncertainty, mentally resilient, prudent risk takers, and divergent thinkers -all competencies that are part of the cognitive Soldier end state.

FINANCE TEAM

INVOICING

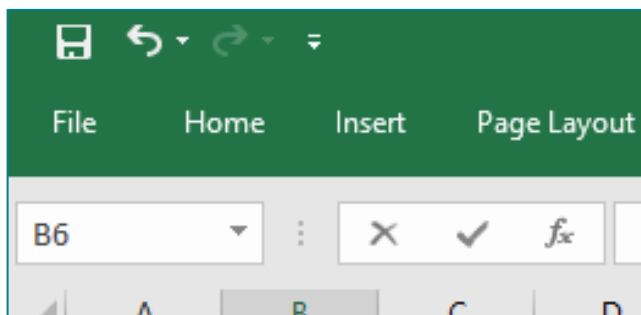
Please post Federal Tuition Assistance (FTA) first to a Soldier's financial account at your institution. Any other funding should be applied secondary to FTA.

GOARMYED TEAM

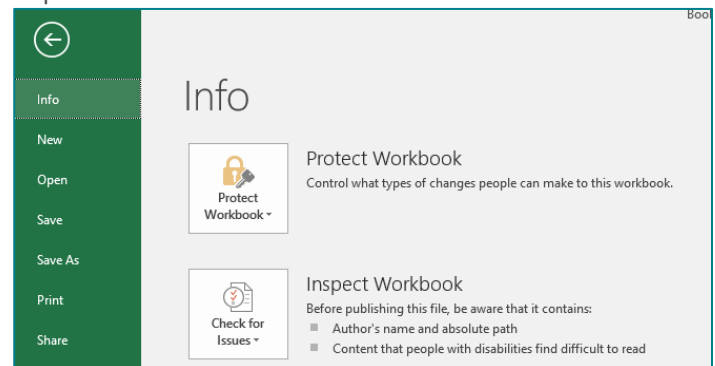
DOCUMENTS UPLOADED INTO GOARMYED

It is now mandatory when uploading documents, especially Student Agreements or Official Degree Plans in eFile, to convert the files to PDF format. This prevents any modifications of the information provided from occurring. Below are the steps for creating a PDF from Word or Excel.

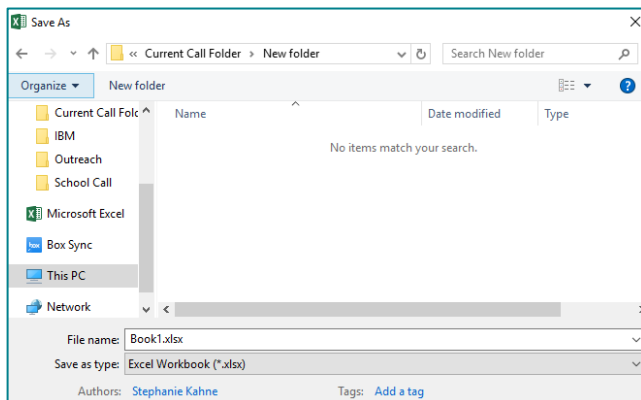
Step 1 Select File



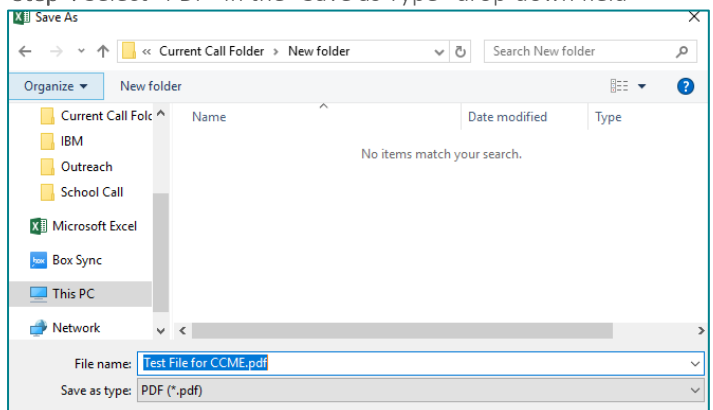
Step 2 Select "Save As"



Step 3 Create File Name



Step 4 Select "PDF" in the "Save as Type" drop-down field



GOARMYED PROGRAMS TEAM

Special Programs Qualifying for FTA

Teacher Certification

Soldiers may use FTA for coursework leading to initial teacher certification / licensure for one state, regardless of degree(s) previously earned. Soldiers who already possess a master's degree are eligible for up to 18 Semester Hours of FTA for professional education courses.

FTA does not apply to the following:

- Content / subject area courses (Math, English, Social Science, etc.)
- Courses to maintain teacher certification / licensure
- Courses to obtain an endorsement, specialized certification (e.g., principal / administration, counseling, curriculum, reading specialist, etc.)
- Courses to obtain a second master's degree
- Courses for any teacher certification / licensure required examinations

Army Medical Department (AMEDD) Accessions Program Pre-Requisites

FTA applies to Army Medical Department (AMEDD) in-service recruitment programs: the Inter-service Physicians Assistant Program and the Army Enlisted Commissioning Program. The Soldier must provide documentation from their school or AMEDD Program Manager listing specific prerequisite classes required based on review of Soldier's prior education. The School / AMEDD memorandum serves as the degree plan. If a Soldier already has a bachelor's or master's degree, submit as a CRM case to HQ ACES. If the Soldier does not have bachelor's or master's, enroll the Soldier in a degree plan that includes the required classes. Please note that as of January 2017, GoArmyEd allows Soldiers to select an AMEDD program pre-requisite degree plan in VIA.

Inter-service Physicians Assistant Program (IPAP)

Allows Soldiers to use TA for up to 60 SHs of undergraduate prerequisites required to apply for fully funded, fulltime, master's degree in Physician Assistant studies leading to appointment as an Army medical officer. Graduates earn a master's degree from the University of Nebraska and receive a commission as a first lieutenant in the Army Medical Specialist Corps.

AMEDD Enlisted Commissioning Program (AECP)

This program allows Soldiers to use TA for undergraduate (lower division) prerequisites required to apply for fully funded, fulltime, on-duty 2-year program to complete a Bachelor of Science in Nursing (BSN) at the school of their choice. The degree plan is based on the school's review of the Soldier's transcript(s), and TA is authorized to complete lower division prerequisite courses for entry into the final two years of a BSN programs. Upon completion of lower division prerequisites, eligible Soldiers can apply for AECP to complete a BSN at the school of their choice. AECP participants continue to receive full enlisted pay and allowances. Soldiers may not use TA, GI Bill, or student loans or grants while in this program.

AECP eligible institutions must:

- Be located within 100-mile radius of a military medical treatment facility
- Be accredited by ACEN or CCNE
- Charge in-state tuition rates and must waive T&F exceeding \$9000/year
- Offer all classes in residence (no on-line)
- Have first-time NCLEX pass rate of 90% or higher
- Provide Soldier an unconditional letter of acceptance
- Teach classes in English only

These are the Army's requirements. Secretaries of the Military Departments may impose additional professional requirements.

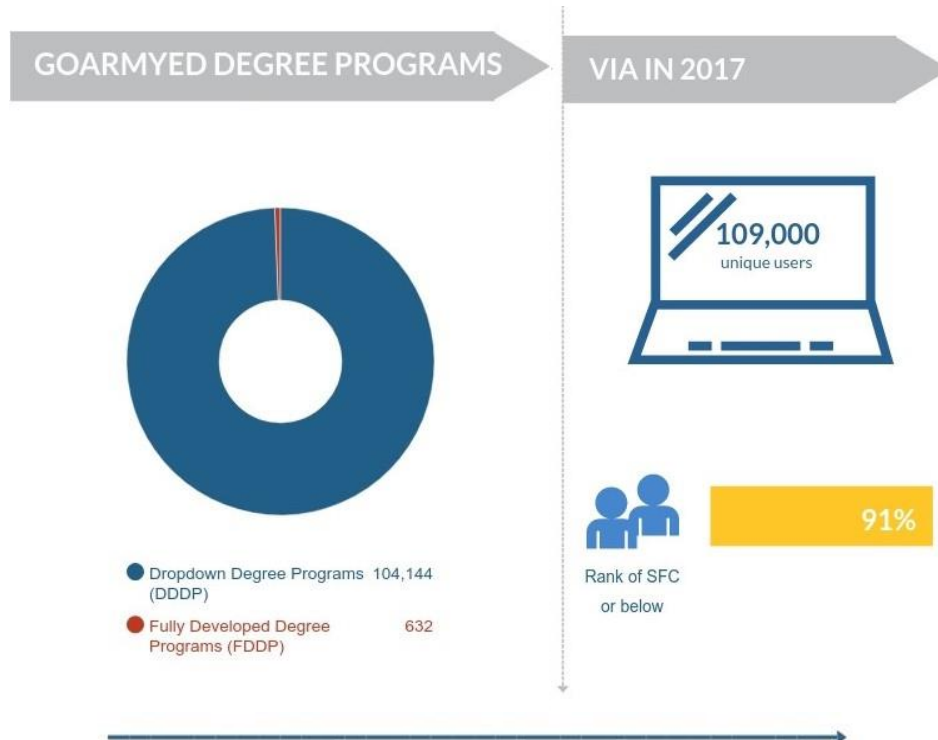
For detailed information concerning these special programs, refer to the LOI school webinar slide deck.

LOI SCHOOL WEBINAR SLIDES

Select the link below to access the slides from the 27 Feb 2018 LOI Webinar:

<http://supportsystem.livehelpnow.net/article/23351/95461>

VIA ANNUAL ASSESSMENT



2x

Soldiers choosing VIA-recommended degrees and schools register for their first TA-funded class more than twice as often as those that choose non-recommended degrees and schools.

REVIEW DEGREE PLANS

Review your Fully Developed Degree Plans (FDDPs) for enrollments and updates. Contact SOC about removal or revision.

TOPICS OF DISCUSSION FROM IBM

RELEASE ENHANCEMENTS

Cadet Payment Requests: School Course Admins will be able to view the status of where the Cadet Payment Request (CPR) is in the invoicing process in the Payment Information box on the CPR page.

Student Record Updates: During the February 2018 release, the School Specific Degree Name field was removed from the Education tab. The information still displays at the top of the page in the Basic Information section of the Student Record. The field is now titled Current Degree Name/CIP.

Basic Information	
Name :	PV2 Sylvia Inman
SSN/EIN :	-5964
User Id :	1905964
Current Degree Name/CIP :	Associate of Arts in Criminal Justice (AACJ)
Primary Phone :	5815356285

Additionally, the Undergraduate TA Semester Hours Used, Graduate TA Semester Hours Used, Certificate TA Semester Hours Used, Highest Degree Level Name, and Highest Degree Earned Name fields were added to the Education tab.

Soldier Personnel	TA Planning Summary	Education	Helpdesk Cases	CTS Notes
<input type="checkbox"/> Make this tab your default. Your current tab preference is eFile				
Student Information				
Currently Enrolled in a Course?				No
On Hold?				No
<small>Note: The placement and removal of holds will occur within 24 hours (EST). ACEIS requested holds (ACR) are real-time.</small>				
Common Application Submitted?				Yes
Common Application Submitted Date :				10/19/2017
State of Residency :				Not Available
Current Home School :				Central Texas College
Data Source :				Not Available
Current Generic Degree Name/CIP :				Not Available
Current Degree Level :				Other
Projected Graduation Term :				Not Currently Projected
Highest Degree Earned Name :				Not Available
Highest Degree Level Name :				Not Available
School Name of Degree Earned :				Not Available
Center Date :				Not Available
Undergraduate TA Semester Hours Used :				0 of 130
Graduate TA Semester Hours Used :				0 of 39
Certificate TA Semester Hours Used :				0 of 21

RELEASE 11.5 NOTES

Release Notes for Release 11.5 are available in the Document Repository:

https://www.goarmyed.com/docRepository/GoArmyEd_Release_11_5_Field_Notes_FINAL.pdf

UPDATE YOUR SCHOOL'S LOGO

Display your school's logo on the GoArmyEd public page.

Quick Reference:

https://www.goarmyed.com/docs/pdf/239_QR_POCs_School_Logo_Upload.pdf

PERSONALLY IDENTIFIABLE INFORMATION (PII)

Tip of the Day

Protecting your Personally Identifiable Information (PII)

Each year there are significant financial and personal privacy losses due to identity theft and fraud. Personally identifiable information (PII) is any unique identifier to an individual to include, but not limited to: social security number (SSN), date of birth, place of birth, mother's maiden name, and biometric records.

Please ensure you do NOT include any PII (including last four of SSN) when uploading documents in GoArmyEd through eFile, helpdesk cases, and uploading attachments.

Protecting PII is everyone's job; PII is not everyone's business.

Note: If a full name is used with other information like rank, phone number, email, and/or school, among other data, it can help a hacker and be used in a malicious way. Remind students as well as yourself to use the GoArmyEd User/EMPL (employment) ID in cases, eFile documents and other uploaded items in the system, and remove PII.

DEGREE PROGRAM MANAGEMENT (DPM) TRAINING MATERIALS

Overview & FAQs:

https://www.goarmyed.com/docs/pdf/219_QR_DPM_Tool_and_FAQ.pdf

Add & Modify Degree Info via DPM:

https://www.goarmyed.com/docs/pdf/217a_VIA_Degree_Program_Management_Overview_Part_1_Modules_1-4.pdf

https://www.goarmyed.com/docs/pdf/217b_VIA_Degree_Program_Management_Overview_Part_2_Modules_5-7.pdf

Degree Upload Tech Specs:

https://www.goarmyed.com/docs/pdf/Degree_File_Upload_Instructions.pdf

TOPICS OF DISCUSSION FROM SOC

ADDING COMMUNICATION TRACKING SUMMARY (CTS) NOTES

It is important to add notes to a Soldier's Student Record when a unique situation occurs. This is especially applicable when awarding a degree early. By adding a CTS note, counselors can see the reason for the early awarding of a degree and understand why they may see a future date on a diploma.



Communications Tracking Summary (CTS) Creating and Tracking Communications

https://www.goarmyed.com/docs/pdf/55_LOI_SBSI_CTS.pdf

DO NOT INACTIVATE FULLY DEVELOPED DEGREE PLANS (FDDPs) IN THE DEGREE PROGRAM MANAGEMENT (DPM) TOOL

Do not inactivate FDDPs using the DPM tool. If your school needs to inactivate a FDDP, please work with SOC to do so during the quarterly revision process. FDDPs can only be inactivated if the degree is no longer offered or is being taught-out.

PRIMARY POINT OF CONTACT (PPOC) CHANGES AND SCHOOL USER ACCESS

Please ensure your school's PPOC is accurate in GoArmyEd. If you are currently the PPOC or if your school's existing PPOC has left the school, you will need to open a CRM case using the **SOCAD Policy Questions** Case Type to submit a change request. PPOCs can activate new users, deactivate existing users, and grant additional access to your existing school users' accounts by selecting the **"Add/Update College Users"** link located in the College User Administrations section of your GoArmyEd homepage.

Case General Information

Please select your Case Type: **SOCAD Policy Questions

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type if your school has questions related to being a SOC or SOCAD school, becoming a SOC or SOCAD school or if you have questions about becoming a Letter of Instruction (LOI) school in GoArmyEd.	N/A	N/A	N/A

College User Administration

- Create JST POC
- **Add/Update College Users**
- Edit Users in POC Management
- Manage Civilian GPC POC
- School Profile Management...

https://www.goarmyed.com/docs/pdf/34_LOI_User_Access.pdf

APPLICATION STATUS PAGE

There are many students placed on hold due to a lack of Student Agreements in GoArmyEd. LOI schools can use the Application Status page to communicate with students about required documents that are missing from their admission applications such as High School transcript, College transcripts, Joint Service Transcript (JST), test scores, essay, etc.

To access the Application Status page:

1. Retrieve the Student Record using the **Student Management** section of your GoArmyEd homepage.
2. Select the **"Application Status"** link located in the **Related Links** section.



After you complete the applicable fields and select “Submit,” the student is sent an email notification with the information listed on the Application Status page. The student can also view the information directly on the Application Status page within his or her Student Record.

Reference the following training document for additional information:

https://www.goarmyed.com/docs/pdf/58_LOI_Proc_ess_Common_App.pdf

FILE UPLOAD BASICS (SENT FROM YOUR SCHOOL TO SFTP)

All LOI users have access to the Document Repository, and all LOI file upload technical specifications can be found in the Document Repository. The link for the Document Repository is found in your footer menu.



Once you are in the Document Repository, you can search using the “Technical Specifications” category, which will pull up only the tech specs.

The image shows a screenshot of the Document Repository search results page. The 'Category' dropdown menu is set to 'Technology/Specifications' and is highlighted with a red box. The search results table is as follows:

ID	Title	Category	Description	Document	Date Modified
403	Degree File Upload Instructions	Technology/Specifications	The Degree File Uplo...	Degree_File_Upload_Instructions.pdf	8/29/2017 10:56:06 AM
406	Uploading Course and Class Data V 2.40	Technology/Specifications	The Uploading Course ...	68_Uploading_Course_and_Class_Data.pdf	8/7/2017 9:57:45 AM
74	Registration Rejections v3	Technology/Specifications	File specifications ...	67_Registration_Rejections.pdf	10/15/2015 10:18:41 AM
153	Grade Import v 3.0	Technology/Specifications	File specifications ...	73_Grade_Import.pdf	10/15/2015 10:17:21 AM
344	Registration Requests v2.0	Technology/Specifications	Updated information ...	63_Registration_Requests.pdf	10/15/2015 10:15:20 AM
399	Common Application V 1.17 (effective 4 April 2015)	Technology/Specifications	The Enroll at Host r...	64_Common_Applications_v117_FINAL.pdf	3/9/2015 10:06:48 AM
81	Data Values for Common App and Reg Files Dec 2014_V17 (Effective 13 Dec 2014)	Technology/Specifications	Data Values for Comm...	Data_Values_for_Common_App_and_Reg_Files_Dec_2014_V17.xls	12/15/2014 1:34:44 PM
337	Common Application as of 21 Nov 2014 (Effective 13 Dec 2014)	Technology/Specifications	Please see updated t...	61_Common_App_and_Reg_Files_Nov_2014_V25_Final.xls	11/21/2014 3:58:02 PM
298	Roster and Transfer Reports v1.9 (Effective 14 December 2013)	Technology/Specifications	On 14 December 2013...	70_Roster_and_Transfer_Reports_v19_eff_14_Dec_2013.pdf	11/20/2013 3:58:53 PM
268	SFTP Password Change-Important	Technology/Specifications	Dear GoArmyEd Primar...	Not Available	2/25/2010 9:58:05 AM

Any files submitted into the SFTP (aside from FDDP Student Agreement PDFs being moved from one folder to another) - must be in either .csv or .txt format.

File Type	Submission	
	Format	Required Delimiters
Class Upload	.txt	pipe-delimited
Course Upload	.txt	pipe-delimited
Degree Upload	.txt	pipe-delimited
Grade Import	.csv	comma-delimited
Graduation Upload	.csv	comma-delimited
Registration Rejections	.csv	comma-delimited
Student Agreement	.csv	comma-delimited

The most common error, especially for class upload, is the date format. The correct format for this field will always be outlined in the individual technical specification document, but generally, the format you will need to use is: DD-MMM-YYYY. Submitting a file with a date field in any other format will always result in an error to the file. Be sure to check the technical specifications document if you are unsure about the formatting of your data fields or if you receive an error file after you submit.

USING SECURE FTP REPORTS (SENT FROM IBM TO YOUR SCHOOL)

Current and Prospective Student Roster

- **Outgoing > reports** folder (cur_prosp_stu_rosterCAMPUS_MMDDYYYY.lis)
- Updated weekly - Sunday PM (ET)
- Comprehensive list of all your current and prospective students as of that Sunday
- Common Application information
- Student Agreement due dates
- Requirement term information

Registration/Class Enrollment files

- Initial submission: **Outgoing > regrequests** folder (EAUSR016_CAMPUS_MMDDYYYY_HHMMSS.txt)
- Archived: **Outgoing > archive > regrequests** folder
- Sent daily depending on enrollment activity, and archived same day
- Common Application and enrollment information

Course and Class report files (2 separate files)

- Courses: **Outgoing > reports** folder (campus_courses.txt)
- Classes: **Outgoing > reports** folder (campus_TA_classes.txt)
- Updated daily
- Comprehensive listing of all your school's GoArmyEd courses and classes, including status (i.e. Inactive, Saved, Active, Error)
- If there is a class in "Error" status, check is the course for that class. If the course is in any status other than Active, that is the reason your class has errored out. To resolve this issue:
 1. Submit the course using the Course/Class Management tool
 2. Resubmit the errored class

SUBMITTED QUESTIONS

1. **Q:** We report graduation about 5 weeks after the end of the semester. When I went to report graduation, the students had been removed from GoArmyEd. How do we report graduation in cases like this?

A: When a Soldier completes a degree or is in "Inactive" status, our system automatically moves the Soldier to Home School Not Set (HSNS) status; however, LOI schools should still be able to report the Soldier's graduation via SFTP so long as the Soldier was enrolled with that school and degree plan at any given point. Another option would be for the LOI school to create a CRM case so IBM could report the graduation on the back end. We

would need the Soldier's User ID, name of the degree completed, graduation GPA, conferred date, and if the Soldier graduated with honors.

CALL Q&A SESSION SUMMARY

1. **Q:** Can the Secure FTP process operate more than once a day?
A: The IBM Technical Team confirmed that they could run some SFTP processes more than once a day, but they encourage the school to create a GoArmyEd Helpdesk case requesting which specific file they need for IBM to run again. Once IBM receives the helpdesk case, the Technical Team will verify if it is feasible to run the file again for the requested process within GoArmyEd.
2. **Q:** How do we go about transitioning to Fully Developed Degree Programs from drop-down degrees?
A: Open a CRM case to advise your SOC liaison of any degrees you wish to convert. Your SOC liaison will forward your request to HQ ACES for review. Please note the degree requires a 100-student threshold to be eligible.
3. **Q:** Why has the VIA field "School Specific Degree Name" disappeared from the Education tab in a Soldier's Student Record since the most recent maintenance event?
A: The field was removed during the latest release. The information still appears in the Basic Information section of Student Record and is now titled "Current Degree Name/CIP".
4. **Q:** Can the Application Status information be submitted via Secure FTP?
A: No. The Application Status must be completed using the tool in the Soldier's Student Record.
5. **Q:** Our school is still receiving several requests to upload a Soldier's Student Agreement even though a Student Agreement has already been posted in their GoArmyEd Student Record. Is this still being researched?
A: We are researching the issue. In the meantime, Soldiers can view the "Student Agreement Reviewed" section of the Education tab to confirm if their Student Agreement has been posted in their account.
6. **Q:** Soldiers received a notification that TA was on hold due to the government shutdown; however, they were not notified that TA was restored. An email to Soldiers announcing that Tuition Assistance is back after the government shutdown would be helpful.
A: Soldiers will be sent a follow-up email in the future.
7. **Q:** Recently I was informed that only classes enrolled through GoArmyEd would count towards a Soldier's GoArmyEd GPA. This is for courses that are self-funded or TA funded. Will courses that are not enrolled in through GoArmyEd be counted towards degree completion?
A: The completion of classes outside of GoArmyEd will not have any bearing how the school awards degrees in GoArmyEd. The school is still required to post graduations in GoArmyEd even if a Soldier enrolls in some classes outside of GoArmyEd.
8. **Q:** What is the policy regarding Student Agreements and soldiers wanting to do a double major or add a minor?
A: From a policy perspective, we don't want to stifle Soldiers who want to pursue a double major or add a minor. It needs to be transparent to the Army and must result in award of one single diploma. The degree plan needs to show all of the courses that are needed to complete the double major. TA caps for the single degree level (i.e., 130 undergraduate) and annual TA limits apply.
9. **Q:** We have an ongoing issue with the Grade Administration tab for manually inputting soldier grades. We have opened several helpdesk cases to get assistance, but it seems to be ongoing.
A: We are working to resolve the issue. The issue is expected to be resolved in April 2018. If your issue is time sensitive, please open a CRM case to have the grade posted.
10. **Q:** What happened to the "My Favorites" section on the PeopleSoft screen? Will you be bringing that back?

A: “My Favorites” has been added back to the PeopleSoft pages; however, users are currently not able to add any items to “My Favorites”. We are working to add the functionality back as soon as possible.

11. **Q:** After an adjustment is made using the Refund Previously Approved Invoice tool, I don't see an option to make another change until the next invoice. The first adjustment is locked in, and no further updates can be made. Is there a way to change your adjustment?

A: Submit a CRM case for review.

12. **Q:** Is there a possibility of adding an application pending function like the Course Planner pending function so that we can address the Applicant status immediately? This will help us address students that are reapplying after a period of inactivity quickly, allowing them to register for classes before a TA deadline passes.

A: We are researching to possibly implement this feature in the future.

13. **Q:** How can a double major be developed on a single student agreement?

A: If you upload a Student Agreement, it needs to be clear that it will only result in one diploma. The degree description will also need to be clear in the DPM tool.

14. **Q:** Is there a way to have registration enrollment information fed back to GoArmyEd from our system (Banner)? Students using GoArmyEd think there are seats left in a class when it has been filled because this data isn't being updated.

A: There is currently no way for GoArmyEd to connect to a school's system; however, this is an enhancement we are researching that may occur in the long-term future.

15. **Q:** I received an email that invoicing was going to be open from the 1st-15th and the 16th-30th and you could submit an invoice once each period. I'm still not able to submit in the 16th-30th block. Will this be updated so I can submit?

A: Submit a CRM case to open the invoice window.

16. **Q:** Can the following alert be removed from the Soldier's GoArmyEd Homepage because this causes all users to think they need a new Student Agreement uploaded: “IMPORTANT: The Army requires that your school upload an official degree plan to your GoArmyEd student record BEFORE the grace period completion of six (6) TA-funded semester hours at your home school. Please work with your school to send them your transcripts for all prior schools attended so that they upload an official degree plan to GoArmyEd on your behalf. Please confirm with your school that they have the documentation they need to complete your official degree plan before the grace period has expired to avoid a Student Agreement hold being placed on your account. “

A: The message is accurate. We will adjust the wording in the future to specify that the Student Agreement must be completed after completing 6 SHs at the home school and/or degree plan.

17. **Q:** Will there ever be an opportunity where the Fund Type on the registration file will specify the class is Student Funded?

A: The current Registration file has a column that has Student Class Cost. If there is a cost in this field, this indicates either a Partial Cost or fully Student Funded.

CLOSING INFORMATION

Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is tentatively scheduled for May 2018.

Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at www.goarmyed.com. For SOC specific inquiries, please submit a ticket at www.goSOCed.org.