



# GOARMYED LOI SCHOOL NEWSLETTER



## PRESENTERS

**Headquarters – Army Continuing Education System (HQ ACES)**

**Dr. Pamela Raymer**, Chief, HQ ACES

**Steve Clair**, Deputy Chief, Policy, Programs, and Incentives Branch Chief, HQ ACES

**Ron Ortiz**, GoArmyEd Systems Branch Chief

**Trent Stanfield**, Finance Branch Chief/Budget Officer

**Derek Jackson**, Tuition Assistance Policy Program Manager

**Gary Remington**, SOC/Postsecondary Program Manager

**Bree Charlot**, Counseling Program Manager

**Jason Bise**, Education Services Specialist, GoArmyEd Branch

**Russ Mott**, Education Services Specialist, GoArmyEd Branch

**Jennifer Kucan**, Education Services Specialist, GoArmyEd Branch

**Irina Rader**, APT/Academic Testing Program Manager

**Sophia Sweeney**, CP 31/ACES Credentialing Program Manager

**Amy Moorash**, Chief, HQ IMCOM ACES

**Ken Hardy**, Chief, Education Services Branch, National Guard

**Servicemembers Opportunity Colleges (SOC)**

**Stephanie Kahne**, GoArmyEd Lead

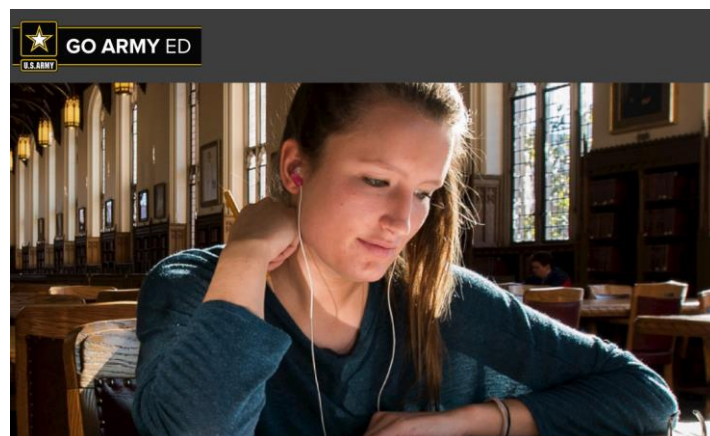
**Patricia Taylor, Brianna Tringale, Susan Wolozyn**, GoArmyEd Liaisons

**IBM**

**Christina Milne**, Customer Relations Lead

**Nicole Puskar**, Customer Relations Deputy

**Diana Duparl, Bethany Moore, Ruth Perez**, Customer Relations Analysts



## LOI SCHOOL WEBINAR RECORDING & SLIDE INFORMATION

The presentation slides are available [HERE](#)

## TOPICS OF DISCUSSION FROM HQ ACES

### REMARKS FROM DR. RAYMER

We have been delayed somewhat with beginning our modernization efforts for GoArmyEd but we are still excited at the prospects of soon having a new version that will create a user-friendly experience for Soldiers, education centers and you- our school partners. We want the system to be so easy and so fun that Soldiers will encourage their peers to check it out because our goal is to encourage Soldiers to work on completing degrees. Education is a life-changing experience. The Secretary of the Army's goals are to develop Soldiers who are "mentally tough, morally straight, intellectually smart, and physically strong." Education can support 3 of those goals. Thanks for all you to support Soldiers in achieving their education goals.

## GOARMYED TEAM

### SOC SUNSET

The SOC Degree Network System (DNS) and Career and Technical Education (CTE) resource list will be sunset on March 29, 2019. All GoArmyEd processes will remain the same. The name of the Servicemembers Opportunity Colleges Liaisons team will change to GoArmyEd School Liaison Services.

### TUITION ASSISTANCE (TA) POLICY REMINDERS

#### Billing for TA-Funded classes

Schools should not bill Soldiers for TA-funded classes or impose holds or other penalties on a student's account when a Soldier has an approved TA request. Please consider this a guarantee of payment.

#### Class Start Date Changes

Soldiers are required to enroll in classes prior to the class start date to have Tuition Assistance allocated for their classes. Please do not change the class start date in GoArmyEd to allow the Soldier to request (TA) for the class.

### AUTO-ENROLLMENT NOT PERMITTED

Per Department of Defense Instruction (DoDI) 1322.25, schools are prohibited from using auto-enrollment practices

*"Refrain from automatic program renewals, bundling courses or enrollments. The student and Military Service must approve each course enrollment before the start date of the class."*

-DoDI 1322.25, Page 36, Item K

Schools using auto enrollment practices must cease immediately to remain in compliance for participation in GoArmyEd. Soldiers must enroll in classes each term.

### OPENING CRM CASES

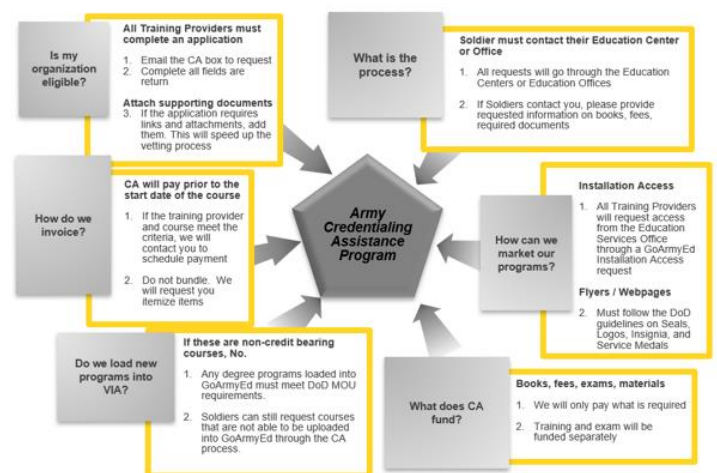
Please open cases related to a specific student under their GoArmyEd Student Record instead of the school user account. By opening the case under the Soldier's Student Record, GoArmyEd users can research information easier, and the Soldier can view the information.

## CREDENTIALING ASSISTANCE (CA) PROGRAM OVERVIEW

On 6 Sep 2018, the Army kicked off a Limited User Test for the new self-directed Army Credentialing Assistance program that will be introduced Army-wide at a later date. This test is open to all Fort Hood Soldiers, Texas National Guard, and Texas Reserve Soldiers (Officer, Noncommissioned Officers, Warrant Officers and Enlisted). CA is available for voluntary, off-duty training.

### ELIGIBILITY CRITERIA

CA Eligibility aligns with TA requirements. Soldiers may use both TA and CA, up to the fiscal year TA limit of \$4000.00. CA will not pay for courses that can be funded by TA. CA can pay for training, books, fees, materials, exam, and exam recertification.



### LINKS/EMAILS

For information on how to apply as a Training Provider, please send emails to: [usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil)

To locate the list of credentials: <https://www.cool.army.mil>

Guidelines on DoD Logos- <https://dod.defense.gov/Resources/Trademarks/>

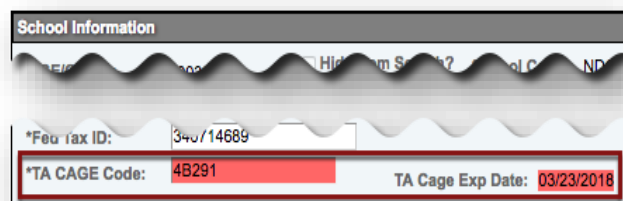
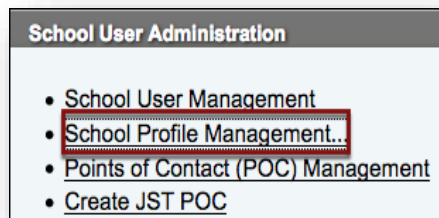
Installation Access procedures apply- if not an on-boarded school/vendors, go to this link, select "Create Helpdesk Case" [https://www.goarmyed.com/public/public\\_resources\\_help-desk.aspx](https://www.goarmyed.com/public/public_resources_help-desk.aspx)

## TOPICS OF DISCUSSION FROM IBM

### KEEP YOUR CAGE CODE UP-TO-DATE

Check your Commercial and Government Entity (CAGE) code in GoArmyEd to ensure it is up-to-date. If the CAGE code is near the expiration date, renew it **BEFORE** it expires at [www.sam.gov](http://www.sam.gov). CAGE code updates may take up to 48 hours to appear in GoArmyEd. **TA payment to your school will be delayed if your CAGE code expires.**

Primary and Secondary POCs (PPOCS and SPOCs) can view the CAGE code status on their "School Profile Management" page.



### CURRENT AND UPCOMING ENHANCEMENTS

**Deactivation Logic Update:** If a TA eligible Soldier is deactivated due to inactivity (currently set to 180 days), their account will not change their home school to Home School Not Set (HSNS) until after one year of inactivity. This does not apply to deactivation due to separation.

**School Profile:** Schools will now offer a blank option under the Program Enrollment Status section in the School Profile page. This will represent as a "Not Applicable" status. This update will alleviate the issue of Army Education Counselors approving manually entered degrees in VIA and placing students in a degree "level" that is not offered at the desired school.

▼ Program Enrollment Status

If the value is 'Active', students enrolled in the program will be automatically accepted into the program. Value of 'Applicant' will prevent students from enrolling in classes until accepted into the degree program. Leaving the status blank will represent not applicable and will not allow hand jammed degrees to be created using the degree level.

High School	Certificate	Associate	Bachelors	Masters
Active ▼	Active ▼	▼	▼	Active ▼

## GRADUATION REPORTING

### Opening Helpdesk Cases to Report Graduations

If you are unable to report a Soldier's graduation using the "Graduation Reporting" link on the Soldier's record, please open a Helpdesk case and include:

- Date of degree conferral
- GPA
- Degree Title - If the degree title displayed on the Soldier's record is different than the degree plan you are attempting to report the graduation for, note this in the case.
- Honors (if applicable)
- Screenshot of the error received when attempting to report the graduation

A helpdesk case with the above information must also be opened if the degree plan displayed on the Student Record is different than the degree for which the graduation is being reported.

### Conferral Date After Degree Effective Date

A graduation CANNOT be reported if the conferral date is after the degree effective date shown in the Student Program/Plan History

The screenshot shows the "Program / Plan History" page for a student. A red box highlights the "Date: 04/02/2018" and "Status: Active in Program". A callout box points to this date with the text: "School POC requested assistance- The conferral date was listed as 11/27/2017, which is **BEFORE** the Effective Date where the SM was enrolled in the degree plan". Other visible information includes: Home College: Grand Canyon Univ, Plan: Master of Science in Professional Counseling (MS-PC), Admit Term: Trm 2 2018, Requirement Term: Trm 2 2018, Degree Confer Date, Last Updated By: Plummer, Richard Whittingham, and Institution: NG-Montana Education Services Office.

## REMINDERS

### School Logos

Schools can upload their logos to GoArmyEd to appear on the public homepage. Logo image requirements are available [HERE](#)

### Protecting Personally Identifiable Information (PII)

PII includes, but is not limited to, social security number, date of birth, place of birth, mother's maiden name, and biometric records. All GoArmyEd users should **ONLY** use the GoArmyEd ID number in cases, eFile documents, and any other uploaded documents. If screenshots are used, please remove all PII.

### PULSE SURVEY

Please complete the pulse survey that appears when you log out of your GoArmyEd account. Your feedback is important to us!

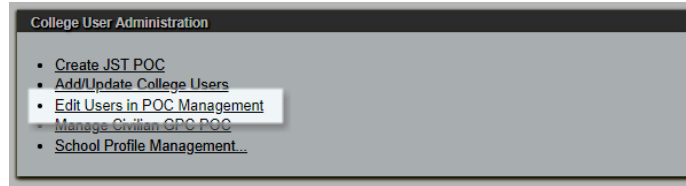
## TOPICS OF DISCUSSION FROM SOC

## POINT OF CONTACT MANAGEMENT

Ensure your school's Primary Point of Contact (PPOC) is always accurate in GoArmyEd, **OR** that your school has at least one Secondary/Alternate POC assigned and active.

- To submit a PPOC change request, PPOC should submit a CRM case using the **SOCAD Policy Questions** Case Type
- If no active PPOC, any user at your school can submit the case
- ALL USERS: keep your account active by signing into GoArmyEd at least once a month and keeping your password up to date.

Only PPOC and Secondary POCs can perform POC Management using the “Edit Users in POC Management” link under “College User Administration” menu.



## POC MANAGEMENT

### Email Distribution

Setting up School Users for Email Notifications – Primary or Secondary POC must:

- Select school user from dropdown box
- Select checkboxes concerning the role the user has in GoArmyEd and “Submit”

**Note:** It is not necessary to open a CRM case to request for a user to be added to the email distribution list – Step-by-step Instructions will be updated to reflect this information.

## POC MANAGEMENT

### CRM Case Queue

School users must have the **CRM case queue access** checkbox checked to have access to all School CRM queues.

The Primary or Secondary POC must select the school user from the drop-down menu, select the checkbox for CRM case queue access, then select the “Submit” button.

## POC MANAGEMENT

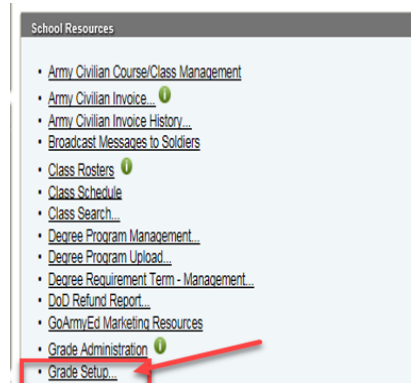
Schools can also refer to [College User Administration](#) Step-by-step Instructions on how to update this information.

## GRADE SETUP

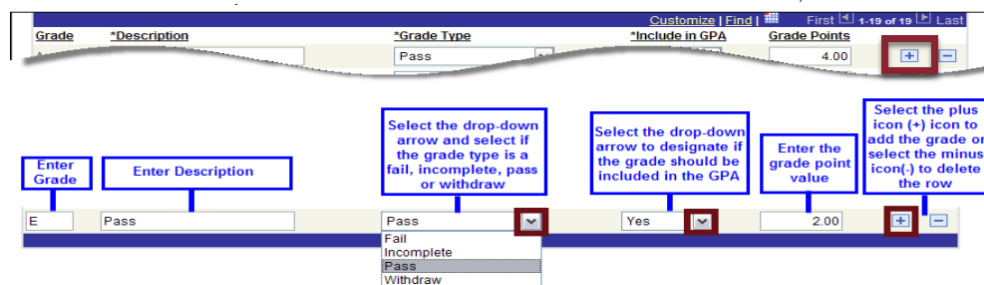
Schools can add non-standard grades and update the Army defined standard grades on the Grade Setup page.

### To access the Grade Setup page:

Select the "Grade Setup" link located in the School Resources section of the GoArmyEd homepage.



Select the plus sign (+) to add a new grade. The school will need to complete the Grade, Description, Grade Type, Include in GPA, and Grade Points fields. The school can also edit these fields for Army defined standard grades.



Please ensure your grades are up to date in GoArmyEd. The Grade Setup defaults to the Army's standard information.

For example: A=4 Grade Points, B=3 Grade Points, C=2 Grade Points, D=1 Grade Point, and F=0 Grade Points.

Grade Point Values may vary depending on your school's grading standards.

## GRADE SET UP

Schools can view detailed instructions on how to use this page by viewing: [Grade Setup](#)

## SOC SUNSET ACTIVITY AND GOARMYED

### Student Agreement Template

- Drop Down Degree Plans (DDDP)
  - If SOC template will continue to be used, remove all references to SOC
  - For SOC DNS codes, leave blank after 1 March 2019
- Fully Developed Degree Plans (FDDP) must still use sFTP Student Agreement in GoArmyEd
  - Student Agreement file will be updated to remove SOC/SOCAD references in the near future
  - Do not remove SOCAD column until file is updated
  - Leave SOCAD Column blank after 1 March 2019



Status		N		
Last Name		Smith		
First Name		John		
SSN		123456789		
SOCAD		4		
SOCAD Network		General Business		
Degree Title		BA-GB		
Credit Hours		S		
Other Deg Requirements		GPA 2.0, High school diploma		
JST Transcript Used		Y		
Signed Dated		Walt Disney - 01/01/2009		
Title of College Official		College administrator		
Notes				
Subject	Catalog		Credits	Type Descr

### Process Overview

- Begin removing SOC reference on school web pages
- Remove SOC from all marketing materials moving forward
- Deadline for removal is 29 March 2019

## CALL Q&A SESSION SUMMARY

- Q:** Will the format of the input file for FDDP Student Agreement submission through sFTP be changed to remove the SOCAD and SOCAD Network fields?

**A:** The format of the .csv input file for submission of FDDP student agreement information will remain the same. Army is working on removing the reference to SOC in GoArmyEd. Please continue to input data for the SOCAD and SOCAD Network fields through March 29, 2019. After March 29, leave these fields blank. The file will not process if the SOCAD and SOCAD Network fields are not included.
- Q:** Will FDDP degree maps need to be updated to remove SOC DNS codes?

**A:** GoArmyEd will provide direction on Degree Map revision needed before T750 (1 July-30 September 2019)
- Q:** Can we still use the SOC Student Agreement template to prepare Student Agreements/Official Degree Plans for students to upload to their GoArmyEd Course Planners?

**A:** Yes, schools may still use a version of the SOC Student Agreement template to build Student Agreements/Official Degree Plans for drop-down degree programs. Please remove all references to SOC after March 29, 2019.
- Q:** Are we permitted to place holds on their ability to register through the university website, so they are forced to register themselves on GoArmyEd?

**A:** Yes. As a reminder, please ensure to communicate to the Soldier why the hold is placed.
- Q:** Are you aware of any issues with SecureFTP for the last two days?

**A:** Yes. We became aware and posted a message in the Message Center. IBM researched the issue, and it appears that the reports were moved to the Archive folders due to the holiday. Please navigate to the outgoing/archive folders in Secure FTP to view the files.
- Q:** We use start date as start term date. If a class is on ground, are we ever allowed to modify the start date according to the day it actually begins? For example, start term date, March 04, class start date, March 07 (Wednesday and not Monday). Individual cases when term has started, and Soldier has not requested TA yet.

**A:** Yes. This is acceptable to use the start of the term as the start date; however, the rule applies that soldier must request TA before the start date of the class. The school cannot change the start date to allow a Soldier to enroll after the published start date. To avoid confusion, the class section should use the start date of the class.

7. **Q:** Will the SOC DNS codes will be available on the JST if institutions still want to honor those codes moving forward?  
**A:** After March 29, the SOC DNS codes will no longer be monitored or reviewed. We are not aware if JST is making the changes in their own system.
8. **Q:** Is the correct date for leaving the SOCAD and SOC Network fields blank 1 March 2019 or 29 March 2019?  
**A:** March 1 is the last day that SOC will collect data. March 29 is when SOC will sunset. You can begin to leave the fields blank after 1 March. Please ensure that you keep the SOC and SOCAD Network row header on the Student Agreement input file for Fully Developed Degree Plans. Schools will be notified when the row headers can be removed.
9. **Q:** Students keep adding the same rejected/ wrong courses from a past year on each invoice, each month, how can we solve this?  
**A:** If the school is just selecting the "Remove" button for the line item the invoice, it will continue to appear on the invoice. The school will need to reject the class using a reduction reason, dispute it, or validate the line item.
10. **Q:** On the older student agreement template, are we to eliminate the "Network" title line on that template?  
**A:** Yes, that will need to be deleted on the Student Agreement template for Drop Down Degree Plans.
11. **Q:** Regarding SOC Student Agreements that are approved and uploaded in the Soldier's GoArmyEd eFile, will colleges be required to replace the Student Agreements/Official Degree Plans that were submitted prior to 29 March 2019?  
**A:** No. schools will not need to resubmit the document. This change is only moving forward.
12. **Q:** Is it accurate that GoArmyEd student accounts will be deactivated if there is no activity within 180 days: TA request, helpdesk request, or ADSO requirement? And in a related question, is IBM considering adding info to the weekly prospective student account that reflects when the deactivation will take place?  
**A:** Yes. This is a security requirement. If a Soldier has not logged in after 180 days, the GoArmyEd account will be deactivated. Regarding adding the Soldiers' deactivation date to the weekly prospective student report, we are still reviewing this option with IBM. If we can add this information, a message will be posted in GoArmyEd.
13. **Q:** On the older SA template, does the course category # need to be left blank?  
**A:** Anything that was reported for SOC purposes, you can leave blank for drop down degree plans. You will still need to enter the subject and catalog number for the courses. As an example, if a course is ENG 101, you will be required to include the category number "101".
14. **Q:** If a student logs into GoArmyEd but does not use Tuition Assistance, will they still be deactivated?  
**A:** If the student logs into GoArmyEd within 180 days, the GoArmyEd account will not be deactivated regardless if they use Tuition Assistance benefits.
15. **Q:** If we need to update a drop-down degree plan Student Agreement using the SOC template that has been e-filed and approved prior to March 1, should we re-do the SOC on a template that has the verbiage removed?  
**A:** If the school needs to make updates to the Student Agreement/official degree plan due to course/degree changes, the new template with the SOC verbiage removed will need to be used.



16. **Q:** Do students get notification with the FTP issues? Any communication from GAE to the student?

**A:** No students are not notified about FTP issues. Error reports are only sent to schools through SecureFTP.

17. **Q:** When is the next webinar?

**A:** The next LOI Webinar will be in May 2019. The exact date will be sent to schools at a later time.

## CLOSING INFORMATION

### Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is scheduled for May 2019.

### Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at [www.goarmyed.com](http://www.goarmyed.com).

For SOC related inquiries, please open a ticket using the "Get Help" link at [www.goSOCed.org](http://www.goSOCed.org).