



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)

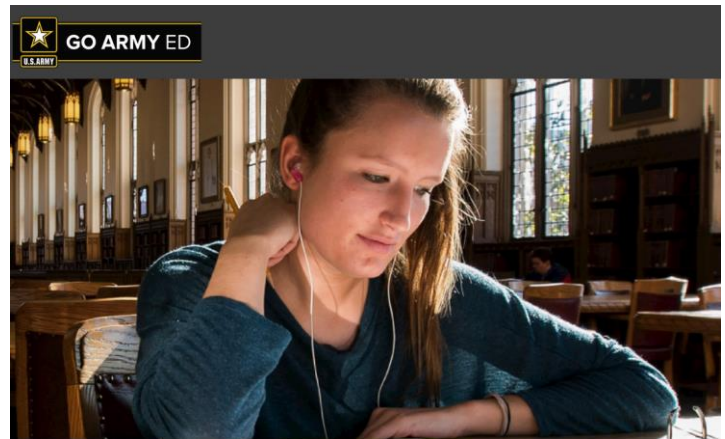
Stephanie Kahne, GoArmyEd Lead

Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons

IBM

Christina Milne, Sustainment Lead

Diana Duparl, Maya Kirkland, Ruth Perez, Degree Management Specialists



LOI SCHOOL WEBINAR RECORDING & SLIDE INFORMATION

The webinar recording and presentation slides are available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

REMARKS FROM DR. RAYMER

Thanks for all your engagement. We realize the invoicing process can be somewhat complicated in unique situations but continue to ask for your support in following the requirements for invoices as we work to streamline the processes where we can.

Thanks to all of you who participate in the calls. We ask that you spread the word across your schools to ensure that all your senior leaders know about the programs that support Soldiers.

FINANCE TEAM

MILITARY WITHDRAWALS

If a Soldier has a military withdrawal, please do not charge the Soldier for the Tuition Assistance (TA) costs. The Army will refund TA in cases of approved military withdrawals.

REMINDER - CADET COMMAND POCS

HQ ACES has seen an increase in schools opening Helpdesk cases for questions that arise when invoicing for Cadet classes in GoArmyEd. Please contact your school's U.S. Army Cadet Command (USACC) Point of Contact (POC) for help. If you do not know who the USACC POC is, open a Helpdesk case for assistance in locating this information.

POLICY PROGRAMS AND INCENTIVES

ADDITIONAL SERVICE REQUIREMENT OFFICERS USING TA

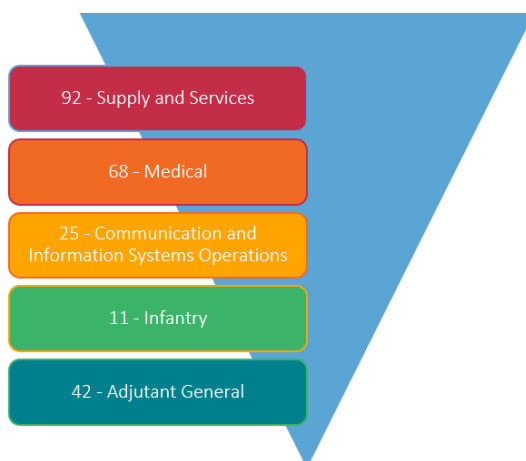
Per Title X policy, commissioned officers using TA incur additional service requirements. This pertains to W-2s and above for Warrant Officers and Second Lieutenants and above for General Officers. When an officer requests TA, s/he incurs the additional service obligation of 2 or 4 years from the end of the class the Soldier requests TA for. Recently, HQ ACES has seen cases of officers contacting schools to reimburse for TA to cancel out the TA usage to avoid the additional service obligation. This is not permitted. Any exchange of TA funds is between the Army and the institution through GoArmyEd. If a Soldier tries to reimburse your school, refer them to the Education Counselor. Only Army Human Resources Command (HRC) can make changes to the service obligation policy.

GOARMYED DATA

SOLDIERS ENROLLED IN COLLEGE COURSES, BY RANK – TOP FIVE



SOLDIERS ENROLLED IN COLLEGE COURSES, BY MOS – TOP FIVE



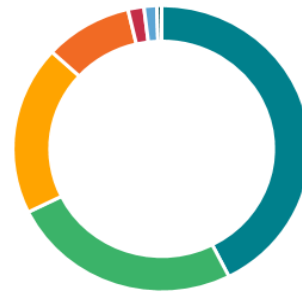
EDUCATION NEEDS ASSESSMENT SURVEY REPORT



What instructional methods most interest Soldiers?

■ Online
 ■ Blended Learning
 ■ Classroom
 ■ Other

Why do Soldiers enroll in college courses?

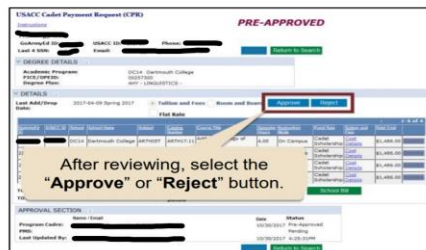


■ Enhance future civilian employment choices
 ■ Earn a degree
■ Self-improvement
 ■ Improve promotion potential
■ Improve duty performance
 ■ Other
■ Not interested in college courses at this time

TOPICS OF DISCUSSION FROM IBM

RECENT UPDATES TO GOARMYED

- The error received when uploading documents to eFile has been resolved.
- The GoArmyEd Helpdesk Contact Information has been updated to include working hours of Monday-Friday 7:00am to 7:00pm Eastern Time and closures on federal holidays.
- Professors of Military Science can now reject Cadet Payment Requests (CPR) after returning to the Search page.



UPCOMING ENHANCEMENTS

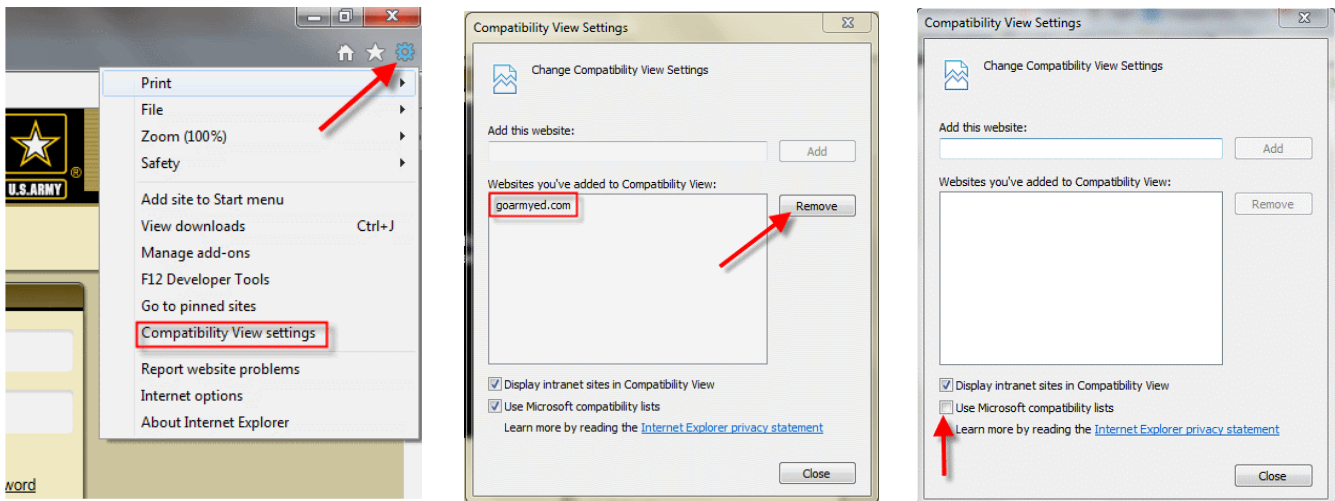
The following changes for USACC schools will be implemented with GoArmyEd Release 11.6, scheduled for June 21:

- When a CPR is submitted with two different schools, Invoice Administrators, the USACC Government Purchasing Card (GPC) POC, and the Certifying Official at both schools will receive a warning message stating that part of the CPR is with another school.
- Invoices for CPRs with two different schools will not be approved unless both schools' invoices have been submitted.

RESOLVING COMMON ACCESS CARD (CAC) LOGIN ISSUES

If you are experiencing issues logging into GoArmyEd with your CAC card:

- Ensure you are using the latest version of Internet Explorer (IE). CAC login is only available on IE.
- Adjust the IE Compatibility Mode settings.
 1. Select Settings->Tools->Compatibility View Settings
 2. Remove GoArmyEd from "Websites you've added to Compatibility View"
 3. If login issues persist, uncheck the "Use Microsoft compatibility lists" box.



- Update your DoD certificate. For information on how to update the certificate, access the public CAC webpage or the [Defense Information Systems Agency \(DISA\) CAC Getting Started instructions](#).

Additional troubleshooting tips are available in the GoArmyEd Message Center and on the [GoArmyEd Recommended Browser Settings](#) webpage.

REMINDER: You can always log in to GoArmyEd using your username and password.

UPDATING SCHOOL ADDRESS

When updating your school address, select the **SUBMIT** button. The **SAVE** button does **NOT** process the update.

TRAINING AND REFERENCE DOCUMENTS

GoArmyEd training and reference documents are available via the “Reference Documents (Training Materials)” link on the [GoArmyEd Helpdesk webpage](#). Click the green question mark in the top right corner of any GoArmyEd page to access Helpdesk resources.

STUDENT RECORD UPDATE

In response to school requests, the “Current Degree Level” field has been restored to the Education tab on the Student Record.

UPDATE YOUR SCHOOL'S LOGO

[Display your school’s logo on the GoArmyEd public page.](#)

REMOVE PII!

If a full name is used with other data like rank, phone number, email, or school, it can help a hacker and be used in a malicious way.

Remind the student as well as yourself to remove Personally Identifiable Information (PII) and use the GoArmyEd ID# in cases, eFile documents, and other uploaded items.

TOPICS OF DISCUSSION FROM SOC

REFUND SCHEDULE CHANGES

A school's refund schedule in GoArmyEd determines the refund received if a Soldier withdraws from a class on or after the start date.

Only ONE refund schedule is allowed in GoArmyEd. This refund schedule applies to ALL classes, regardless of class length.

To change your school's refund schedule, open a Helpdesk case requesting the change, and attach a spreadsheet showing the new refund schedule. Approved refund schedule changes will go into effect at the start of the next GoArmyEd term.

To ensure the refund schedule is accurate for all classes your school offers, calculate refunds based on percentage of class attended, not days of class attended.

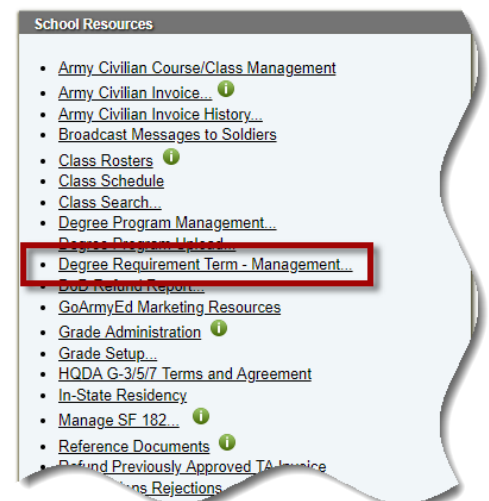
TA Refund Schedule		
From % of Classes Attended	To % of Classes Attended	Refund Percentage
0.0010%	22%	100%
22.0010%	33.3330%	50%
33.3340%	40%	24%
40.0010%	100%	0%

REQUIREMENT TERM CHANGES

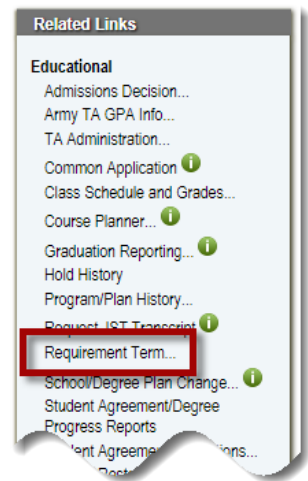
Schools can change a student's requirement term in GoArmyEd if the degree requirements your school has on file do not match the Fully Developed Degree Plan (FDDP) degree requirements loaded into GoArmyEd.

There are two ways to change degree requirement terms:

1. **Degree Requirement Term – Management** – Use this link on the School Resources menu to change the requirement term for a batch of students enrolled in one degree plan who have the same requirement term. This is helpful for situations where, for example, FDDP degree requirements were not revised to match updates for a new academic year.



2. **Requirement Term** – This link is available under the Related Links menu on the Student Record and on the Degree Requirement Term – Management page. Use this link to change an individual student’s requirement term.



REFERENCE DOCUMENT

[Changing a Degree Requirement Term](#)

DEGREE PLAN CHANGES

If a student manually input a degree into VIA, Course Administrators can change the degree plan to the correct FDDP or Drop-Down Degree Plan (DDDP).

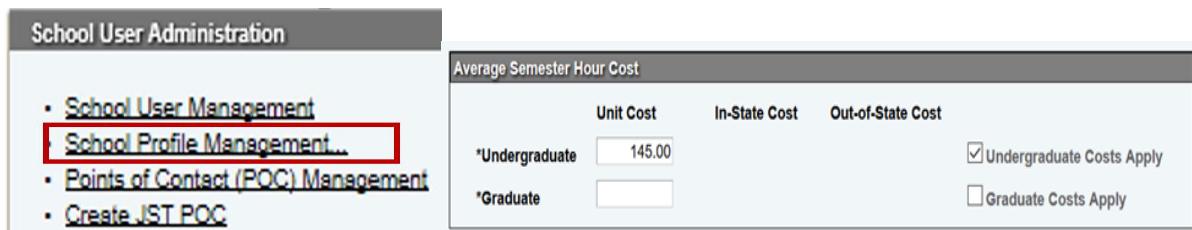
Use the “**School/Degree Plan Change**” link in the Related Links menu on the Student Record to update the student’s degree plan.

REFERENCE DOCUMENT

[Updating a Soldier’s Manually Entered Degree Plan](#)

AVERAGE SEMESTER HOUR COSTS

Average semester hour costs are shown in VIA and on the GoArmyEd Schools and Programs page. Primary POCs and Secondary POCs can update the school’s average semester hour costs using the “**School Profile Management**” link on the School User Administration menu.



NEW CLASS UPLOAD

Uploading average tuition rates does NOT change class costs. Schools must create each new class section with accurate class costs. If your school's rates have changed, please ensure those changes reflect in the class file uploaded in Secure FTP or in manual entries using the Soldier Course/Class Management tool.

Only users with the Course Data Entry role can upload courses and classes in the Soldier Course/Class Management tool.

REFERENCE DOCUMENTS

[Technical Specifications for SFTP Course and Class Data Upload](#)
[Course/Class Management – Creating a New Course](#)
[Course/Class Management – Creating a New TA Class](#)

VARIABLE CREDIT HOUR AND SPECIAL TOPICS COURSES

Separate course must be created for each variable credit hour or special topics course option.

Variable Credit Hours:

- ENG 4000 Internship (1-4 SH)
- ENG 4000 Internship (1 SH)
 - ENG 4000 Internship (2 SH)
 - ENG 4000 Internship (3 SH)
 - ENG 4000 Internship (4 SH)

Special Topics:

- ENG 4000 Special Topics
- ENG 4000A British Literature
 - ENG 4000B French Literature
 - ENG 4000C Early American Literature
 - ENG 4000D World Literature

SUBMITTED QUESTIONS

- Q:** On the last call, I requested the code that shows a Soldier is paying for the class to be added back to the registration file so we can reach out to students to let them know they will be responsible for paying for the class. It appears this process ended a year ago, but it would be very helpful if this could be added back to the student's file so, when reconciling for payment, we have enough time to reject these students or reach out to them sooner. Can this code be added back to the registration file?

A: Yes, the "Soldier-Funded Fees" field has been restored to the daily registration file.

- Q:** Did the Army TA usage policy change concerning Soldiers being able to get an additional certificate?

A: There has been no change to the certificate policy. The latest change was two years ago when the transition policy was instituted, which allows an additional 21 semester hours within a five-year period for Soldiers to earn

a certificate with the intent to learn new skills that will help with their civilian employment, or refresh skills that had been previously attained.

3. **Q:** When are the rules concerning the one-year service out of AIT eligibility for Bachelor degrees and 10 years of service for Master degrees going to change?

A: Currently, there are no changes to the one-year and ten-year service eligibility requirements. If there are changes, schools will be notified of new policies and effective dates.

CALL Q&A SESSION SUMMARY

1. **Q:** When an officer uses TA, does the Army automatically initiate the added service obligation?

A: Yes, once an officer requests TA, s/he incurs the two-year additional service obligation if active duty, and the four-year additional service obligation if s/he is in the Army Reserves, i.e. Reservists or National Guard. This applies to commissioned officers only. A Warrant Officer 1 (W-1) is not considered commissioned until they are promoted to CW-2 and become a Chief Warrant Officer. CW-2, CW-3, CW-4, CW-5, Second Lieutenant, First Lieutenant, Captain, Major, and up all incur the additional service obligation. On the date of last usage of TA, the two- or four-year timeline restarts.

2. **Q:** Are there resources available to institutions to help with setting up FTP grade submission?

A: Yes, schools can access the [Grade Import Technical Specifications](#) for FTP grade submissions in the GoArmyEd Document Repository. Schools can interface test for grade submission by opening a CRM case to request the testing.

3. **Q:** How long does it generally take for GoArmyEd to accept a student agreement if uploaded to eFile rather than via the FTP process? We have different degree programs and different upload processes. Student agreements uploaded via the FTP process tend to be approved faster, but having a general estimated time of approval would be great.

A: From the Army Education Counselor perspective, the student agreement/degree plan is for Drop-Down Degree Plans (DDDPs). Fully-Developed Degree Plans (FDDPs) do not require upload and approval of degree plans since this is done through the FTP process. For DDDP student agreements, the approval timeline depends on Education Counselors. When a school uploads a student agreement/degree plan to a Soldier's eFile, GoArmyEd routes it to the Education Center for the Counselor to review and approve. Counselors usually work Monday-Friday, so if a student agreement/degree plan is submitted on a Friday afternoon, it likely will not be approved before midday the following Monday. On average, Counselors review student agreements/degree plans within three business days. It depends on the Education Center, and also the funding the Soldier is using as there are Active Duty counselors, Reserve counselors, and National Guard counselors.

4. **Q:** How do we know if a Soldier manually enters a degree plan?

A: The quickest way to check if a Soldier has manually entered a degree plan is by checking the Student Record. The degree title will also have a short title in parenthesis, for example Bachelor of Science in Astronomy (BS-Astronomy). Additionally, the "Data Source" field on the Student Record will say "Provided by Student", as shown below, rather than "Provided by School" or "Fully Developed". In the Degree Program Management (DPM) tool, manually-entered degrees will have a numeric degree title.

Common Application Submitted?	Yes
Common Application Submitted Date :	10/17/2011
State of Residency :	Arizona
Current Home School :	University of Alabama-Tuscaloosa
Data Source :	Provided by Student
Current Generic Degree Name/CIP :	Multi-/Interdisciplinary Studies, General
Current Degree Level :	Bachelor's
Expected Graduation Term :	Not Currently Projected

5. **Q:** The Navy has announced a TA policy change that lifts the fiscal year semester hour limit of 16 hours. Is there any indication that the Army is considering a similar policy change?

A: No, the Army is not considering any change to the current 16-semester hour per year, \$250 per semester hour TA policy.

6. **Q:** When a Soldier uploads a degree plan, is this being monitored to ensure the degree plan is official? I have seen cases where an unofficial or tentative degree plan has been uploaded by Soldiers.

A: As part of normal business practices, Education Counselors review and verify each document to ensure that the student agreement/degree plan belongs to the Soldier, it is for the degree the Soldier is pursuing, and that it outlines all classes needed to fulfill degree requirements. These criteria are used to evaluate the student agreement/degree plan to ensure that, each time a TA request is made, it is a valid TA request. The student agreement/degree plan could technically be unofficial if it includes the necessary information. For example, if a school is still waiting on a Soldier's Joint Services Transcript (JST) to apply credit and generate an official degree plan, the school can provide an unofficial document showing the degree requirements that can be used temporarily. This can then be replaced by the official student agreement/degree plan showing all transfer credit applied and degree requirements still outstanding, once available. The official student agreement/degree plan allows Counselors to guarantee that TA policy is being followed and TA-funded classes advance Soldiers toward their chosen degree plan.

7. **Q:** How can a Fully-Developed Degree Plan (FDDP) be changed to a Drop-Down Degree Plan (DDDP) requiring the Course Planner?

A: FDDPs are high-enrollment degrees and must remain FDDPs as these degrees have more automated processes that expedite TA approval steps for Soldiers, counselors, and schools. If an FDDP has low enrollments or is losing enrollment, notify your SOC GoArmyEd Liaison. SOC will bring this to the attention of HQ ACES for review to determine if the degree should become a DDDP.

CLOSING INFORMATION

Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is schedule for August 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.