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

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
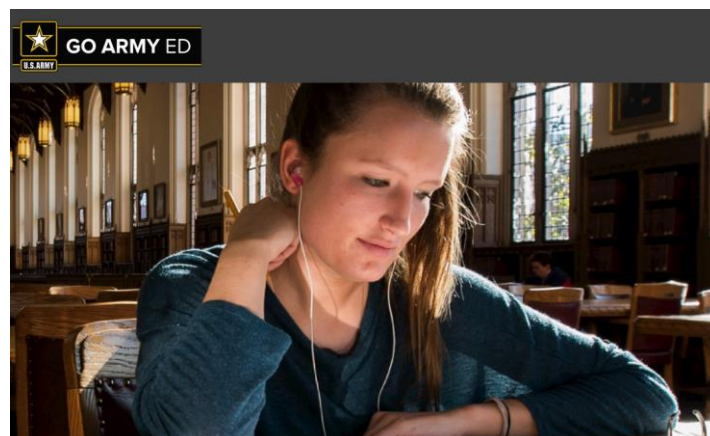
Servicemembers Opportunity Colleges (SOC)

Stephanie Kahne, GoArmyEd Lead

Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons

IBM

Christina Milne, Customer Relations Lead

Diana Duparl, Maya Kirkland, Ruth Perez, Customer Relations Analysts

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

We are very excited with our new Army Directive that allows Soldiers to start taking classes upon completion of AIT. We've already seen a good increase in enrollments since the August 6 implementation date and trust that Soldiers will continue to sign up for more classes as we begin the new fiscal year. We appreciate your efforts to partner with us in helping Soldiers complete quality courses in a strong degree program that will make them better Soldiers and prepare them for eventual return to civilian life.

FINANCE TEAM

FY18 AND FY19 ENROLLMENTS

FY19 enrollments will be Subject to Availability of Funds (STAF) as Soldiers will be able to enroll on 1 August for classes with a start date of 1 Oct 2018. The new TA policy will be effective on 5 August for TA enrollments.

FY18 enrollments for Soldiers will end on 14 September 11:59 PM EST for classes with a start date of 30 September or earlier. Counselors/CE's will have until 25 September to approve all FY18 enrollments.

POLICY PROGRAMS AND INCENTIVES

SOCIAL SECURITY NUMBERS ON GOARMYED REPORTS

The Army is in the process of eliminating full Social Security numbers (SSNs) from SFTP reports sent to schools and from input files submitted by schools. The full SSN will be replaced with the last four digits of the SSN. Currently, only the Current and Prospective Student Roster uses the last four of the SSN. Schools will be notified as other reports and input file requirements transition to use of the last four.

FAILING GRADES AND NON-ATTENDANCE

Do not recoup or refund Soldiers for failing grades or personal withdrawals reported in GoArmyEd. A failing grade or personal withdrawal will initiate the necessary Army recoupment or refund process. Recouping or refunding Soldiers at the school will cause double recoupment or delayed return of Soldier funds when refunds apply.

NEW TUITION ASSISTANCE (TA) POLICY – EFFECTIVE AUGUST 5, 2018

Rescinds the 1-year and 10-year time-in-service waiting periods for TA usage

Specifies that ROTC scholarship cadets receiving room and board stipends cannot receive TA

Specifies that holds imposed due to incorrect information reported to GoArmyEd by third parties, including schools and Army personnel records, must be corrected in those systems and reported to GoArmyEd before holds will be lifted

Changes the student agreement/official degree plan submission requirement from "prior to completing 6 semester hours (SH)" to "upon completion of 6 SH"

Specifies the 5-business day Excepion to Policy (ETP) rule and 5-business day class cancellation replacement rule

Requires Soldiers retaking a failed class or attempting to raise their TA GPA to regain TA eligibility to enroll in classes through GoArmyEd regardless of funding source (i.e. self-funded classes). These classes must be taken after the GPA hold was placed.

Specifies that accelerated/dual degree programs must award each degree separately and sequentially

Specifies that double majors must appear on a single diploma

Specifies that TA is not authorized for institutional challenge exams/credit-by-exam, credit based solely on assessment of prior learning or experience, portfolio evaluation, or review of military or civilian transcripts

Specifies that, under no circumstances, will a Soldier personally reimburse a school for previously approved TA funds

NEW CREDENTIALING ASSISTANCE (CA) POLICY

On 6 June 2018, The Secretary of the Army signed Army Directive 2018-08, establishing the Army's Credentialing Assistance (CA) Program with an effective date of 6 September 2018. This program allows eligible Soldiers to receive funding for courses or exams that lead to an industry-recognized academic or vocational credential.

Although the CA Program starts on 6 September 2018, only Soldiers participating in the Limited User Test (LUT) (Regular Army Soldiers stationed at Fort Hood, TXARNG Soldiers, and TXUSAR Soldiers) will be able to request CA for courses or exams scheduled after 1 October 2018. The list of credentials that Soldiers can request funding for during the LUT is currently limited to 28 credentials.

Soldiers stationed outside of Texas are not currently eligible to receive CA. We anticipate Army-wide implementation of the CA program in late 2019 and will provide notification when all Soldiers can request CA. Soldiers with questions about the CA program should contact their servicing Army education center/office.

Industry	Credential
Fitness	ACSM Certified Personal Trainer (CPT)
Food	ServSafe Food Protection Manager
Human Resources	Associate Professional in Human Resources (aPHR)
IT	AWS Certified Solutions Architect - Associate
IT	Microsoft Certified Solutions Associate (MCSA) – SQL Server 2012/2014
IT	Microsoft Certified Solutions Associate (MCSA) – Windows Server 2012
IT	Microsoft Certified Solutions Developer (MCSD) – SharePoint Applications
IT	Microsoft Office Specialist
IT	Systems Security Certified Practitioner (SSCP)
IT	CompTIA A+
IT	CompTIA Network+ ce
IT	CompTIA Security+ ce
IT	Cisco Certified Entry Networking Technician (CCENT)
IT	Microsoft Technician (MTA)
Logistics	Certified Records Manager (CRM)
Logistics	Certified Logistics Associate (CLA)
Logistics	Automotive Service Excellence (ASE) C1
Logistics	Overhead Crane
Management	Quality Inspector Certification (CQI)
Management	Certified Associate in Project Management (CAPM)
Management	Certified Lean Six Sigma Green Belt (ICGB)
Manufacturing	MSSC Certified Logistics Associate (CLA)
Medical	Emergency Medical Technician (EMT)
Medical	Certified Billing and Coding Specialist (CBCS)
Trade Skill	STAR HVACR
Trade Skill	Certified Welder
Trade Skill	Electronic Tech – ETA – I - 5
Transportation	Commercial Driver License (CDL)

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. 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.
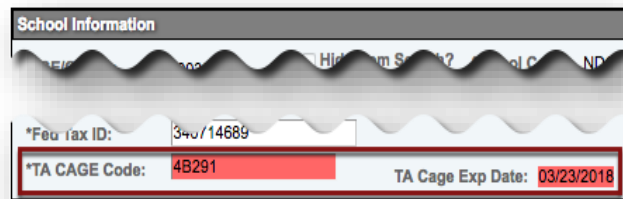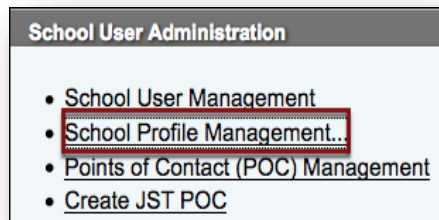
CREDENTIALING

Schools can now create graduate level, undergraduate lower (UnderLower) level, and undergraduate upper (UnderUpper) level courses for credentials.
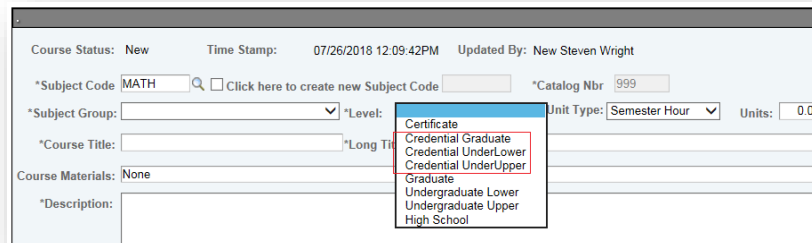
ENHANCEMENTS

GoArmyEd now has an Alert message where schools can find messages from the GoArmyEd helpdesk regarding scheduled system downtime, new processes, and other important information.

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

GENERATING A LIST OF YOUR SCHOOL'S DEGREES IN THE DEGREE PROGRAM MANAGEMENT (DPM) TOOL

Schools can generate a list of all degrees entered in the Degree Program Management tool, including degree information, using the "**Degree Program Upload**" link.

On the Degree Program Upload page, select "**Add a New Value**".

Select the "**Add a New Value**" tab, and click "**Add**".

Degree Program Upload

Find an Existing Value | Add a New Value

School: [ ]
Filename: NEW
File Type: Degree File

Add

Select the "**Generate Current Degree Text File**" button. GoArmyEd will generate a text file that can be downloaded and exported to Excel for filtering and sorting.

Degree Program Upload

This page allows you to upload new Degree Program files, or perform a one-time update file upload for existing Degree Programs. Please select the "File Upload Instructions" hyperlink for detailed steps on how to upload a file and file format specifications.

School: UP

File Type: Degree File   Upload File   File Upload Instructions

*Action [Create New Degrees ▼]

File Name   File Uploaded Date/Time   File Uploaded by   Status

Generate Current Degrees Text File   ←

Submit   Return To Search

REFUNDING A PREVIOUSLY APPROVED INVOICE

The process to refund a previously approved TA invoice is a two-part process.

➢ **Part 1 –** To perform a reduction/discount or reject a class enrollment for which your school has already received TA, your school's Invoice Administrator must first reduce the amount using the "**Refund Previously Approved TA Invoice**" link. This will insert a line item on the school's current invoice, or if the invoice has already been submitted, on the next invoice.

NOTE: If a reduction already exists, a CRM case must be opened to process additional reductions.

➢ **Part 2 –** Once the line item appears on the invoice, the Invoice Administrator must validate the line item to complete the process.
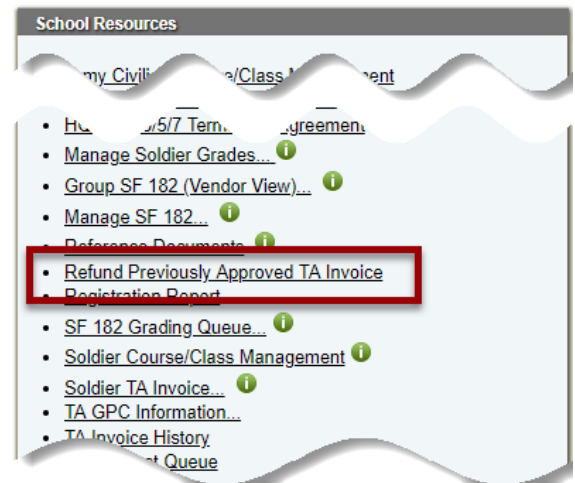
REFERENCE DOCUMENTS

Step-by-step instructions for Refunding a Previously Approved Invoice are available in the GoArmyEd Reference Documents.

STUDENT AGREEMENTS

Current and Prospective Student Roster

Schools are required to upload the Student Agreement/Official Degree Plan, which is due by the completion of six semester hours under the current degree plan. Student Agreements/Official Degree Plans must be uploaded via Secure FTP or Course Planner. Schools may view the Current and Prospective Student Roster report to view the Student Agreement due dates and submission type. The report is sent to schools weekly and can be found in the **Outgoing > reports** folder in FTP.

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.

GRADUATION REPORTING

To ensure that Soldiers do not take classes that are no longer advancing them toward their degree, schools must report graduations when Soldiers meet the following criteria:

➢ Have completed all degree requirements
➢ If required by the school, submitted an approved application for graduation

To report a graduation, retrieve the Student Record using the "**Student Management**" link, then select the "**Graduation Reporting**" link. **Users must have Course Administrator access to report graduations using the online tool.** Schools may also request approval to report graduations via SFTP.

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 that 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

NOTE: Graduations are NOT reported for Cadet students and cannot be reported for Soldiers if the conferral date is before the active-in-program date in the student's Program/Plan history.

REFERENCE DOCUMENTS

If your school is approved for graduation reporting via SFTP, please refer to the technical specifications for Graduation Reporting.

Step-by-step instructions for Web Graduation Reporting are available in the GoArmyEd Reference Documents.

GOARMYED PROCESS AND POLICY REMINDERS

Credentials in GoArmyEd

Schools will be provided with training and information regarding entering credentials into GoArmyEd for Soldier selection for Credentialing Assistance (CA) as it becomes available.

Tuition Assistance Cap

Current Army policy limits TA to 130 semester hours of undergraduate credit or Bachelor's degree, whichever comes first, and 39 semester hours of graduate credit or Master's degree, whichever comes first. The 39 semester hour limit applies to all credits taken after completion of a Bachelor's degree.

Soldiers may utilize TA for 16 semester hours per fiscal year, a $4000 cap.

T730 Fully Developed Degree Plan (FDDP) Revision Cycle

The next revision period for FDDPs begins October 1, 2018 and ends in December. T730 revisions will go into effect on January 1, 2019. Schools must adhere to the revision deadlines set by SOC, no exceptions.

SUBMITTED QUESTIONS

1. **Q:** Recently we have had an increase in the number of students who have had their GoArmyEd account deactivated due to not logging in frequently enough. When these accounts are reactivated, the student's Student Agreement has been deleted and the school must upload a new one. If the student had a Course Planner, the Student Agreement must be approved again so the student can enroll again. Could IBM consider extending the time frame requirement for logging in or can the system be fixed to retain the previous Student Agreement? This issue is creating double the Student Agreements needing to be uploaded each quarter. Also, the system sends a new AARTS Transcript every time an account is reactivated; as a result, the amount of documents sent to our school has doubled for our GoArmyEd Students.

   A: The government cannot lengthen the time frame requirements for login to GoArmyEd due to Risk Management Framework (RMF) requirements set forth by the Army. However, we can open a CQ to research the system's ability to retain the SA/JST for a student's account that was deactivated.

CALL Q&A SESSION SUMMARY

1. **Q:** Do we continue to use full SSNs on the FDDP student agreement input files?

   A: Yes, for the time being, full SSNs are still used for all input files and reports, except the Current and Prospective Student roster. All reports and files will eventually use last four of the SSN only.

2. **Q:** Can the list of school degrees in the Degree Program Management (DPM) tool be alphabetized so it is easier to find degrees?

   A: The list of degrees in DPM tool can be sorted so they display alphabetically. Select the "Degree Title", "Description", or "Long Description" headers to alphabetize the list.

3. **Q:** Why remove the full SSN from the Current and Prospective Student roster when it is still needed for the FDDP student agreement input files? The change to using the last 4 of the SSN on the Current and Prospective Student Roster has added extra work in identifying the student.

   A: All reports will eventually be reformatted to accept last four of SSN only. The Army is working diligently to ensure all reports match to reduce the workload for schools. However, please be aware that the full SSN is still available in your common application files as well as your registration request files.

4. **Q:** Are the credit hours for the degrees (21/130/39) for certificates, Bachelor, and Master degrees? If so, how do we evaluate for technical schools that offer Associate degrees? Half of 130?

   A: 21/130/39 SH are the lifetime limits at each level. 21 SH is the limit for certificate level, so even if a Soldier is enrolled in a certificate that is more than 21 SH, 21 SH is all that can be funded by TA. 130 SH is the limit for undergraduate coursework, including Associate and Bachelor's. After a Soldier has met that limit, undergraduate classes taken after that will come out of the 39 SH limit for post-Bachelor's or Master's TA. If a Soldier is working on an Associate's degree at a technical school, they are subject to the 130 SH limit.

5. **Q:** Can a middle initial field be added to the Current and Prospective Student roster since the full SSN is no longer use and we must look up the Soldier by name?

   A: HQ ACES and IBM will take this into consideration for further research. Schools will be notified of any changes to the reports. Please note that such changes take time to research and implement.

6. **Q:** Regarding Credentialing Assistance (CA), are Title IV funds included in the statement "any other federal source"?

A: CA will not be authorized for any course for which a Soldier receives reimbursement in whole or part from any other Federal Source, including veterans' education benefits and Service-funded programs (ROTC scholarship, education-related incentives or bonus, and advanced civil schooling) when the CA payment duplicates the reimbursement. The same rules as TA apply, so therefore a soldier could receive a Pell grant or student loan and CA concurrently.

7. **Q:** To confirm, CA and TA used together have a $4000 cap, but the invoice process for each is different? The two need to be tracked separately but added together for the cap?

   A: Yes. HQ ACES will handle the calculation when the student submits a CA request.

8. **Q:** Has communication been sent to Soldiers regarding the need to register in GoArmyEd for student-funded courses to bring up their GPA? Most students we speak to think they are only supposed to enroll in classes in GoArmyEd if they are using TA.

   A: Yes, communication has been sent to Soldiers in many different ways about all the new policies, and specifically about the new requirement for them to submit student-funded requests in GoArmyEd to raise their TA GPA. Emails have been sent through GoArmyEd and Army Career Tracker, a Tip of the Day has been posted for Soldiers. This requirement has also been added to the TA Statement of Understanding. Army Education Centers are also informing their Soldiers of the new policy.

9. **Q:** Is there a way schools can check if a Soldier is pending deactivation in GoArmyEd due to 180 days of inactivity? A column in the Current and Prospective Student roster, like the countdown for going on hold for a missing Student Agreement, would be invaluable.

   A: There is no way to check when a student's account is going to deactivate. It is based on a time stamp on the back end. There is no way a school can verify when a student's account is going to deactivate.

10. **Q:** What is the status of the issue regarding the inability to upload DDDP student agreements in GoArmyEd? Do we have an estimated date for when this will be repaired?

    A: This is a known issue and there is currently ETA on a permanent solution. IBM is asking that users continue to open cases so we can work them on the back end to help until a resolution is implemented.

11. **Q:** Can the school ID be added to GoArmyEd so it can appear on invoice files in GoArmyEd? This would help identify Soldiers since full SSNs will no longer be used.

    A: We will have to take this back to the team and look at the functionality for such a request. We would need to evaluate how the school ID's could be displayed for Soldiers that take classes at schools other than their home school and sometimes do so concurrently.

12. **Q:** Regarding student agreements, if the application status for missing transcripts is completed, will this prevent the Soldier from going on hold?

    A: This will not prevent the hold. Schools should communicate missing requirements to Soldiers before holds are placed to help avoid holds.

13. **Q:** Will the full SSN still appear on the Common App?

    A: At this point, all reports except for the Current and Prospective Student roster still use the full SSN, but all reports will be changing to last 4 only.

CLOSING INFORMATION

Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is scheduled for November 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.