



GOARMYED LOI SCHOOL CALL NEWSLETTER



PRESENTERS

Headquarters – Army Continuing Education System (HQ ACES)

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Steve Clair, Deputy Chief, Programs & Systems Branch Chief

Ron Ortiz, GoArmyEd Systems Branch Chief

Trent Stanfield, Finance Branch Chief

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Ken Hardy, Chief, Education Services Branch, National Guard

Servicemembers Opportunity Colleges (SOC)

Stephanie Kahne, GoArmyEd Lead

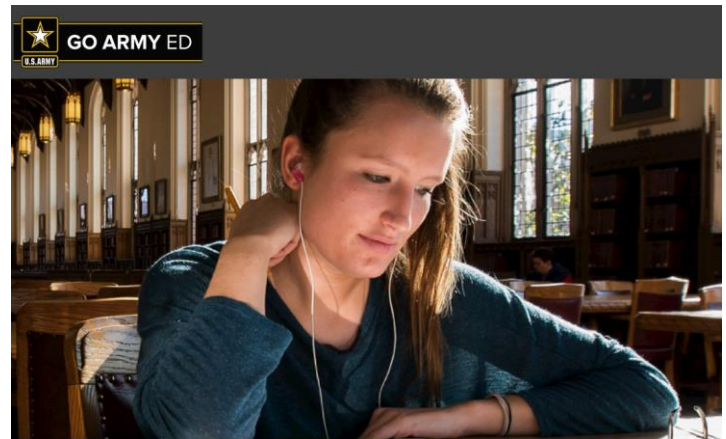
Karen Goodwin, Brianna Tringale, Susan Wolozyn – GoArmyEd Liaisons

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IBM

Christina Milne, Sustain Program Manager

Ruth Perez, Patricia Taylor, Diana Duparl – Degree Management Specialists



LOI SCHOOL WEBINAR RECORDING & SLIDE INFORMATION

Webinar recording available [here](#).

Presentation slides available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

OPENING REMARKS

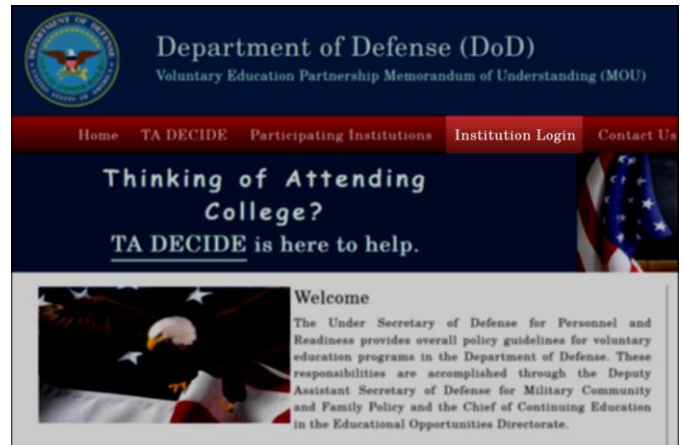
by Dr. Raymer

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 of your efforts in supporting Soldiers be cognitively flexible, an active learner, culturally agile, tolerant to uncertainty, mentally resilient, a prudent risk taker and a divergent thinker -all competencies that are part of the cognitive Soldier end state.

FINANCE TEAM

DOD MANDATORY TUITION RATE TABLES

Institutions will be required to submit their Tuition Assistance Costs in the DoD Memorandum of Understanding (MOU) website. The Army will begin pulling these costs from the database and use these as the verified cost of tuition for each institution. Schools are encouraged to begin logging into the website www.dodmou.com and submitting their current tuition rates.



GOARMYED TEAM

GOARMYED TIMING OUT ISSUE

HQ ACES has been notified by schools that many times while working an issue or invoicing, GoArmyEd times out. There is a Change Request (CQ) addressing this and should be addressed in the next update in February.

GOARMYED PROGRAMS TEAM

CHAPLAINCY/56A APPOINTMENT REQUIREMENTS

Chaplaincy/MOS (Military Occupational Specialty) 56A appointment requirements – Appointment standards for military chaplains are covered by DoDI 1304.28 and Army Regulation 165-1.

Educational requirements for appointment include completion of a baccalaureate degree consisting of at least 120 semester hours (180 quarter hours), followed by completion of a graduate degree program in Theology or related subjects. The total required hours must not be less than an aggregate of 72 hours, of which at least half must be in the fields of theology or religious philosophy, religious ethics, general religion, world religions, the practice of religion, and a faith group's foundational writings.

Both undergraduate and graduate degrees must be from accredited educational institutions recognized by the U.S. Department of Education. Unaccredited institutions may seek an exception to policy for specific applicants by meeting specific requirements as outlined in DoD and Army regulations. Both undergraduate and graduate degree requirements can be met by attendance at either brick and mortar or on-line institutions. Army chaplains can serve in either the Active or Reserve components; however, for Active Duty accessions, the applicant must have a minimum of 2 years of full-time professional experience following the completion of educational requirements. These are the Army's requirements. Secretaries of the Military Departments may impose additional professional requirements.

SCHOOL ACCIDENTAL REJECTIONS

Occasionally schools accidentally or erroneously reject a Soldier's TA request. When this happens, the Army will evaluate each situation on a case-by-case basis. Generally, if the rejection was due to human error, such as a typo in the course title or number, HQ ACES will approve the invoice. However, in all other cases, like the institution reducing the tuition amount, or advising the Soldier to enroll in a different class after the start date, HQ ACES will typically ask SOC to intervene on behalf of the Soldier to request that the school grant a tuition waiver. HQ ACES must do this, not only because of being bound by DoD and Army policy, but also because as the largest service, the Army processes over 300K TA requests each year, and HQ ACES simply would not have the manpower to go back to correct TA requests where errors were made that violate TA policy.

This is the same way HQ ACES handles errors made by Soldiers. Beyond a simple "fat-finger" typo, there are only very limited circumstances where TA is funded for a class after the start date. These include cases where the rejection was caused by an error made by the Soldier's Army education counselor; by a GoArmyEd system

malfunction; or if the school cancels the class. In this case, the Soldier must provide the cancellation notice from the school, and the Soldier has five business days from the date of the notice to request a replacement class.

NO DUAL DEGREES IN GOARMYED

Army TA policy restricts Soldiers to pursue only one degree at a time, and only one degree at each level—including postsecondary certificates or diplomas, through Master's degrees. First professional degrees and doctoral degrees are not allowed. Soldiers cannot use TA to pursue a dual degree program. The Soldier's degree plan must clearly show that the program of study will culminate with a single diploma. Therefore, if the Soldier remains within established annual and lifetime TA caps, a Soldier could pursue a double major, or major-minor; however, in the case of compressed dual degree programs, such as a 3+2 Bachelor's/Master's program, the degree plan in GoArmyEd must initially reflect Bachelor's level and the school must confer the Bachelor's degree in GoArmyEd before TA will be authorized toward a Master's degree.

CADET COMMAND SCHOOLS

HQ ACES received some calls asking why cadet students are requesting fees and room and board to be paid. Cadets are part of a different command and other costs are paid for their education needs. The Active Duty Soldiers are only allowed to have tuition paid for using TA.

ARMY CONTINUING EDUCATION DEGREE PROGRAM (CEDP) IMPLEMENTATION

Army University (Army U) has directed TRADOC proponents and their Centers of Excellence (CoE) to expand public and private partnerships to develop opportunities for Soldiers with Education Institutions (EI) that support the Soldier's education goals while increasing their capacity for innovation and creative thinking. Working with local ESO, proponents will develop Academic Articulation Agreements with (EI) for blended and online delivery of (CEDP).

Army Continuing Education System, through its installation ESOs, provides garrison commanders the expertise to assist TRADOC schools and Army U in selecting the optimum EIs and degree programs that offer the best quality, value and flexibility to meet the needs of the proponents and Soldiers. These procedures will ensure all Academic Articulation Agreements will be properly reviewed by the Staff Judge Advocate (SJA) and selected EO meets and adheres to statutory and DoD requirements.

If no pre-existing agreements exists to satisfy the proponent CEDP, the proponent will collaborate with the installation ESO to articulate proponent's needs. This will include level of degree(s), mode of delivery, MOS(s) or Career Management Field (CMF) affiliated with the degree program, and average throughput of soldiers annually. The ESO will solicit, screen and recommend proposals received from local EIs that best meets the proponent needs.

If no pre-existing agreements exists to satisfy the proponent CEDP and the ESO cannot find local EIs that best meets the proponents needs, a request for proposals will be submitted to Army U who will review and submit request to U.S. Army Human Resources Command, Army continuing Education Division on behalf of the proponent for solicitation through GoArmyEd. HRC ACED will solicit, screen, and submit eligible proposals to Installation ESO, proponent, and Army U for review and selection of EI and degree. The proponent will then develop a CEDP academic articulation agreement with the EI and proponent as signatories.

Did you know?

HQ ACES recently analyzed the enrollment data for FY16-18, and the data shows that Soldiers tend to enroll in classes in GoArmyEd an average of 22 days before the start of their classes. This generally holds true across all components as the Active Duty Soldiers enroll 22 days before and Reserve Soldiers (both NG and AR) 21 days before the start of their classes.

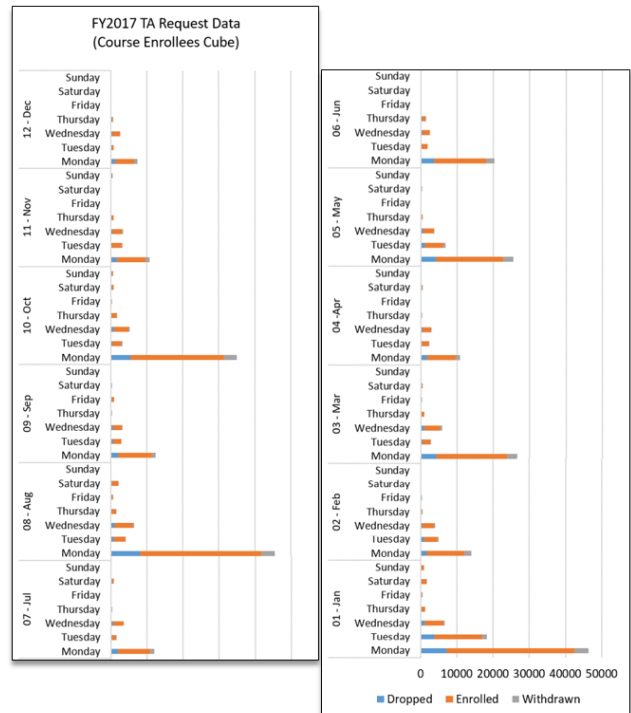
The data also shows that Soldiers enrolling in graduate level classes consistently tend to enroll 2-4 days earlier than those pursuing an undergraduate degree.

Counselors will continue to encourage early class enrollments, as late enrollments have a potential to create add/drop problems and may result in TA recoupment.

MORE INFORMATION

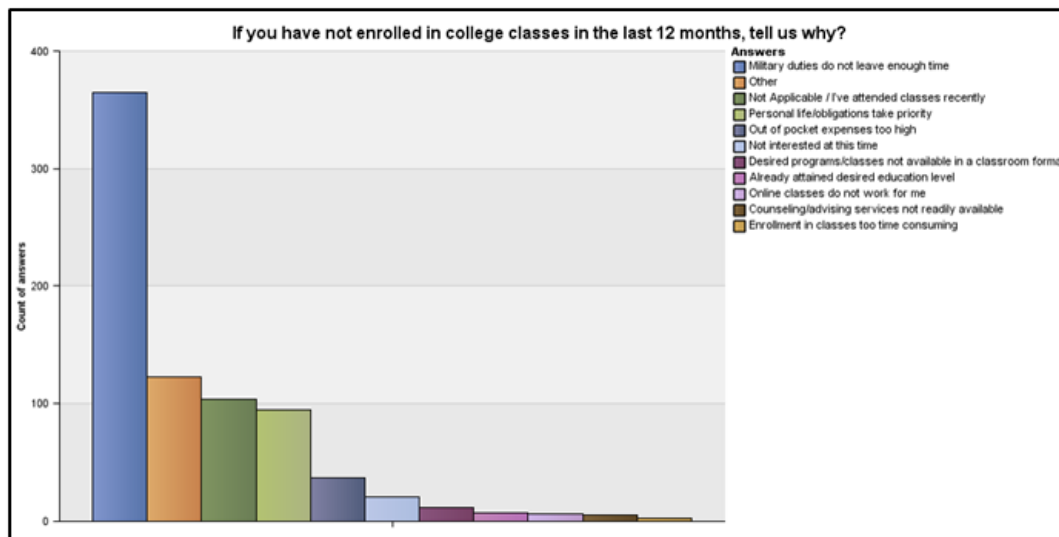
Monday, Monday...

According to data collected from GoArmyEd, Monday is the day when the majority of enrollments, drops, and withdrawals take place



EDUCATION NEEDS ASSESSMENT IN GOARMYED

See responses when a Soldier is asked why he or she has not enrolled in college classes in the last 12 months. The graph below shows responses for a selected education center.



ADDITIONAL DATA

HQ ACES analyzed responses from a Pulse survey which is a one question survey through GoArmyEd. Soldiers were asked: How satisfied are you with GoArmyEd?

Responses were collected from the month of October and the number one issue is Passwords.

The primary complaint is the passwords are too long and too complicated.

These are Army requirements, as well as from the National Institute of Standards and Technology.

The second largest complaint was concerning holds. Business rules apply for different reasons, a Flag to the Soldier's account causes a "Hold" on the Soldiers account preventing them from requesting TA. If a Soldier states

he has a "Hold" please refer them to their Army Education Counselor. The counselor can review the hold and in some instances, remove or defer the hold for the Soldier.

The third largest complaint concerning GoArmyEd is selection of Master's degree in VIA. Soldiers are concerned when they cannot select the Master's degree even though they have earned their Bachelor's degree. Soldiers cannot change their educational level in GoArmyEd, they need to change this information with their Army Personnel Office. Once the educational level is reflected in their personnel record, it will be sent to GoArmyEd.

TOPICS OF DISCUSSION FROM IBM

SCHOOL LOGO REMINDER

School Point of Contacts (POCs) can still upload a school logo image using the school profile page. By uploading your school's logo, you are providing the U.S. Army authorization to display this logo on the GoArmyEd public page. IBM will review and approve the logo you upload to validate that it conforms to the specifications listed below before your logo will be displayed on the GoArmyEd public page.

Required Specifications:

- Must be .PNG or .GIF file type
- Must be in grayscale format
- Must have transparent background
- Minimum size of 60 pixels in width by 60 pixels in height
- Maximum size of 120 pixels in width by 100 pixels in height

Select the link below to follow the steps to ensure the logo you upload conforms to the specifications to appear correctly on the GoArmyEd public page,

[School Logo Quick Reference.](#)

DEGREE PROGRAM MANAGEMENT (DPM) TOOL TRAINING MATERIALS

As a reminder, there are several training materials and technical specifications about the Degree Program Management tool available from the GoArmyEd Reference Documents page:

[Degree Program Management Tool Overview and FAQs](#)

Adding and Modifying Degree Information in GoArmyEd:

[Degree Program Management Overview Part 1](#)

[Degree Program Management Overview Part 2](#)

Technical Specifications – Uploading Degree Program Data:

[Degree File Upload Instructions](#)

RELEASE ENHANCEMENTS

- **Grade Point Average (GPA) Calculation:** If a Soldier retakes the same class and receives a higher grade, the higher grade will now be used in the GPA calculation in GoArmyEd.
- **New Password Reset Option:** Soldiers can now reset their password by choosing to receive a token via text message. Soldiers will have to enter their cell phone number in GoArmyEd on their Account Information page to utilize this functionality.

TOPICS OF DISCUSSION FROM SOC

NEW SOC- IBM

SOC has changed contract managers and is currently under IBM. Your SOC staff has undergone minor changes, however the service has not changed. SOC continues to be institutions' resource for assistance with GoArmyEd. If you have any questions or need assistance, please reach out to any of our staff members.

SOC GOARMYED STAFF:

Stephanie Kahne - SOC GoArmyEd Lead

Karen Goodwin, Brianna Tringale and Susan Wolozyn - SOC GoArmyEd Liaisons

Webpage: <http://www.goSOCed.org>

Phone Number: 1-800-892-7205

GOARMYED STUDENT AGREEMENT POLICIES

All processes within GoArmyEd for submitting Student Agreements, eFile upload, approving Course Planners or any other policies pertaining to Soldiers using TA are still in place and **have NOT changed**.

➤ Full Developed Degree Plans (FDDPs)	NO CHANGE
➤ Drop-down Degree Plans (DDDPs), <u>not</u> SOC DNS	NO CHANGE
➤ Drop-down Degree Plans (DDDPs) <u>and</u> SOC DNS	CHANGE:
	<ul style="list-style-type: none"> ✓ Use the new SOC DNS SA template ✓ Submit to the Soldier as usual ✓ Also submit using new SOC process via www.goSOCed.org

REMEMBER: A signed copy of the Student Agreement **MUST** be provided to the Soldier.

SOC DNS STUDENT AGREEMENT SUBMISSION PROCESS

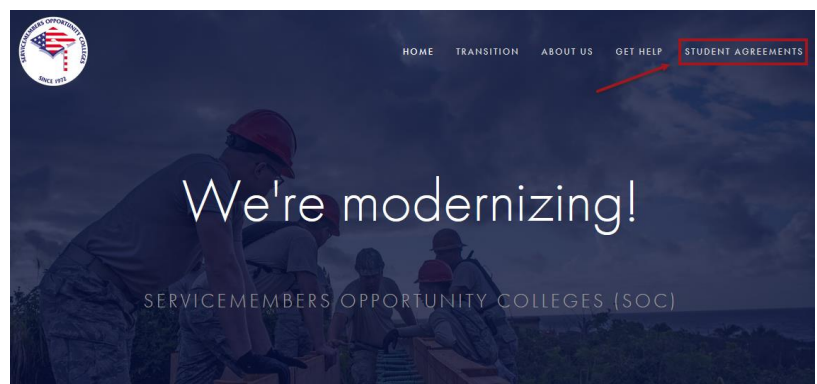
NEW STUDENT AGREEMENT TEMPLATE

The new SOC DNS Student Agreement template can be found on www.goSOCed.org.

To locate the new SOC DNS Student Agreement template:

Step 1: From the homepage select the “**Student Agreements**” link in the top right corner.

Step 2: Select the “**Download the SOC DNS Student Agreement Form**” link and save the template.



TO SUBMIT YOUR SOC DNS STUDENT AGREEMENT(S) TO SOC:

Step 1: On the SOC DNS Student Agreement page, select the “**Submit Student Agreement**” button.

Step 2: Fill out the required fields of the Student Agreement ticket (designated by a **red asterisk ***).

Step 3: Attach SOC DNS Student Agreement form to the ticket.

Step 4: Select the “Submit” button.

The submitted ticket will route to the SOC DNS team for processing.

Note: Prior to submission, users may select the “SOC Knowledge Base” link at the top of the submission form for additional guidance on submitting Student Agreements.

SOC will be constantly updating the Knowledge Base with articles concerning popular topics and helpful hints designed to help schools with daily SOC business and to answer any lingering questions.

Servicemembers Opportunity Colleges (SOC)

Complete the form below to submit a ticket to SOC. For guidance on submitting Student Agreements, visit the [SOC Knowledge Base](#)

Category *

Your Name *

Your Title

Your Email *

Your Phone Number *

Your Institution Name / Organization

Description of Concern *

Priority *

High

Student Agreement or Other File Upload (Max 10MB)

Choose File No file chosen

Submit New Ticket

Powered by LiveHelpNow

BULK-LOADING SOC DNS STUDENT AGREEMENTS

While the ticketing tool can only accommodate one file per ticket, and that file is limited to 10 MB, there is a workaround that will allow schools to submit up to 300 student agreements in one ZIP file.

MORE INFORMATION

Knowledge Base Article:

[“How do I submit multiple Student Agreements at a time?”](#)

NEW FULLY-DEVELOPED DEGREE PLAN (FDDP) REVISION PROCESS – NO REVISION WORKBOOK

Beginning with the T700 revision cycle, SOC will no longer use the revision workbook for FDDP revisions. Instead, schools will note all revisions directly on degree maps.

All changes should be highlighted in yellow and listed in the Revisions column.

**Note: This simplified method replaces the instructions given in the LOI School webinar.*

- **To add a header or course:** Add the header or course to the degree map. Type Write "ADD" in the Revisions column
- **To delete a header or course:** Leave the header or course on the degree map. Type "DELETE" in the Revisions column
- **To add, change, or remove an And/Or Relationship:** If adding or changing And/or relationships, make the change on the DM and note the change in the Revisions column. If removing the And/Or relationship, leave the DM unchanged and note in the Revisions column
- **To update a header or course:** Change the header or course title or credits on the degree map. List the edit in the Revision column. For courses, indicate if the updated course should be retroactively linked
- **To update the degree description, POC, or notes:** Change on the degree map. Note the edit in the Revisions column.

SOC GoArmyEd Liaisons will provide schools with a sample degree map using the new revision format before the T700 revision cycle begins in January 2018.

ABC University										REVISIONS:	
Bachelors of Science in Criminal Justice (BS-CJ)										Update long title to include "in"	
Not a SOCAD School											
All Sites: Distance Learning											
Degree Objective -ABC University's College of Public Service Bachelors Degree offers highly specialized online courses preparing you to excel in the world of Criminal Justice. Whether you are interested in policing, law, forensics, or any other area of Criminal Justice, Bethel has the tools you need to be successful. The program is composed of 5 week online/distance learning courses, which are available on a monthly basis.					Ed Counselor Associate Director of Military & Veterans Affairs 12345 College Way, Anftown, US 12345 Phone: 123-456-7890 Fax: 987-654-3210 ecounselor@abcuniv.edu https://www.abcuniversity.edu					Change to POC information	
Academic Residency -ABC University College of Criminal Justice Requires the minimum of 39 credits (Upper & Lower Major Requirements) in order for a student to receive their Bachelors of Science Degree in Criminal Justice.											
DEGREE REQUIREMENTS											
General Education										33 SH	
English Composition										6 SH	
ENG 101	English Composition I	AND	3		X			X	X	ADD "AND" GROUP "ENG 101 & ENG 102"	
ENG 102	English Composition I		3		X			X	X		
ENG 103	English Composition II		3		X			X	X		
Humanities										6 SH	
ART 102	Western Art History		3		X			X	X	ADD	
ENG 472	English and the Modern Business World		3							DELETE	
HUM 103	Introduction to Humanities	OR	3		X			X	X	ADD "OR" GROUP "HUM 103 or HUM 104"	
HUM 104	William Shakespeare		3		X			X	X		
HUM 105	Survey of Literature		3		X			X	X		
REL 215	Religions of the World		3		X			X	X		

LATE GRADES AND LATE HELPDESK CASES

LATE GRADES

Initial grades must be submitted within 14 days after a class end date for each Soldier listed on the class roster. If no grade is posted 45 days after the class end date, the Soldier's GoArmyEd account is automatically placed on hold. The Soldier will be unable to register for additional classes until the missing grade is resolved or posted.

If the Soldier has not completed the class and costs are not due, the school must reject the class from the Registration Rejection page or use the Registration Rejection Exception page if the class has been dropped. When the school's invoice window is open, the school cannot reject a class from the Registration Rejection page but must reject the enrollment using the invoice tool.

LATE HELPDESK CASES

There has been an increase in school users adding a note to a case with the description "Case Closed" instead of closing the case. Please ensure you use the "Create/Track Helpdesk Cases" link located in the Helpdesk Information section of your GoArmyEd homepage instead of selecting the case number located in the Case ID field.

After you select the "Create/Track Helpdesk Cases" link, select "Take Action" next to the applicable case. Select "Close Case" in the Select New Action drop down menu. Enter notes, then select the "Close Case" button.

Helpdesk Information

Retrieve Helpdesk Cases.
Case Number:

Retrieve Case Details ⓘ

- View CRM Case Queue
- View My Case(s)
- Create/Track Helpdesk Cases ⓘ

Helpdesk Cases

Select the image to view the case details.
Cases that are marked with ⓘ have been returned for additional information.

Display Cases

You currently have 2 open cases, and 1 pending CRM survey.
To add a note, select the case number in the Case ID field

Case ID	Date Opened	Case Subject	Last Updated	Last Updated Comments	Case Details	Request Case Status ⓘ
4249867	11/16/2017	Herman, Sharon (sherm014) - Remove Course Data Entry Access	11/16/2017	CRM user took the case		Request Status
4249335	11/15/2017	Locations have Disappeared from Programs	11/15/2017	Escalate to SME Team: Dear Ms. Diana Castil...		Not Applicable

Pending CRM Surveys

Case ID	Date Opened	Case Subject	Last Updated	Last Updated Comments	Case Survey
4238507	10/26/2017	Rejection File Not Processed	10/27/2017	Close Case: Dear Ms. Diana Castillo, The fl...	

[Create New Helpdesk Case](#)

GRADUATION REPORTING

Schools must report a Soldier's graduation when the Soldier meets the following criteria:

- Completed all degree requirements.
- If required by the school, submitted an approved application for graduation

Users with Course Administrator access can report graduations. Step-by-step instructions for graduation reporting are available here: [GoArmyEd LOI Web Graduation](#)

SUBMITTED QUESTIONS

1. **Q:** Previously we were told schools can only invoice for tuition in GoArmyEd, however we recently received “Cadet Payment Requests” asking for reimbursement for “Room & Board/tuition, Fees” Can this be explained
A: Cadet Command and Army Continuing Education are 2 different entities within the GoArmyEd system, and the Cadet Command should have their own Point of Contact at your school for Cadet Command business. If you are seeing anything about Cadet Command payments or if you are being billed for anything related to Cadet Command, you should be reaching out to the Cadet Command side to resolve those issues. If you are not the Point of Contact for Cadet Command, someone at your school should have been designated as such and should be handling all Cadet Command business. If you aren’t sure who this person is, please contact SOC and they will get in touch with HQ ACES to assist further.
2. **Q:** The Registration Rejections and the Registration Rejection Exceptions screens in the GoArmyEd have taken longer to process the request to reject/void TAs than in the past. Is there a reason for this new delay? It can now take 15+ minutes to process and this if GoArmyEd does not time out.
A: There is currently a change request submitted for future performance enhancement.

CALL Q&A SESSION SUMMARY

1. **Q:** DoD has a scheduled call to discuss tuition rate updates. Should we wait to make changes until we hear what is said on that upcoming DoD MOU call?
A: If you want to send your updated rate tables now, you can. Otherwise, you can wait until after this call. But know that until the new rates are updated, the Army will only pay on the old schedule.
2. **Q:** Moving forward, will we have FDDP, Dropdown and now CEDP degrees?
A: The CEDP program is separate from the FDDP and Dropdown degrees
3. **Q:** Will there be later opportunities to submit degree programs for the CEDP partnerships, even after the proposal period has closed?
A: Not for the current period, but going into the new year, as this is a new process, there is an expectation that there will be more requests from different proponents so it may be possible that the proposal period might be extended.
4. **Q:** Why is a grade of “D” failing for the Army?
A: A “D” is not a failing grade for the school, but DoD policy states that TA will only cover enrollments where a grade of C or better (for Undergraduate degrees), or B or better (for Graduate degrees) is achieved.
5. **Q:** Regarding GPA enhancement - if a repeated course ends with a lower grade, will that be calculated into GPA, or will the previous grade be calculated instead?
A: The higher grade would be counted toward the GPA and the lower grade would be thrown out.
6. **Q:** I have noticed recent issues with noting the anticipated graduation date for new students when filing Student Agreements wherein the information does not save. Is there any information about this issue?
A: IBM will review.
7. **Q:** Can GoArmyEd cycle the STFP files more than 1X per day? If there is an error, it takes too long with a full day in between.
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.

8. **Q:** Going back to a repeated grade being calculated in a student's GPA in GoArmyEd, does this mean TA will cover a class twice?

A: TA will not cover a class twice unless the Soldier is recouped for the first attempt. Reenrollment will require a course override.

9. **Q:** If the class is a required class such as English Comp I, TA will still not cover the class again even if the student was re-couped?

A: The recouping will allow TA to cover the cost of the class, but a course override will be required. However, the moment recouping starts, the Soldier will become immediately eligible for TA again.

10. **Q:** It has occurred several times that a Servicemember was not funded their TA due to having selected the wrong section of a class; however, everything else was the same (Course title, number of hours, etc.). Is the class section a required entry for class, or can we be allowed to leave off the class section in the future? The Soldier registered for the incorrect class section that was actually taken, so I'm understanding we can talk to someone to correct this?

A: For system purposes, the section of a class is a required field for class entry in order to complete a TA request. However, if it's the wrong section, on a case by case basis, this will be reviewed and possibly allowed for correction.

The concern for the Army is that if a Soldier is permitted to enroll into a class in GoArmyEd, but then rejected and waitlisted on the school's end and required to reenroll when space becomes available, this forces the Soldier to be responsible for the costs if reenrollment has to occur after the class start date.

Per DoD policy, TA must be requested/approved prior to the class start date (up to 11:59 P.M. Eastern Time the day before the start date). Therefore, rather than reject the Soldier immediately, HQ ACES suggests that schools allow the Soldier to stay enrolled through GoArmyEd while waitlisted, and then rejected the day before the start date if space is still not available.

For specific situations, please open a GoArmyEd Helpdesk case for further assistance.

11. **Q:** Concerning the CEDP Process and the Degree Requirements summary, where would we type "We award credit based on ACE recommendations" instead of entering specific credit amounts?

A: If this is an MOS with ACE recommended credits, then the Army is looking for ACE recommended credits. If it is an MOS that does not have current ACE recommended credits, state in your email to the ACE mailbox that your school does award ACE recommended credits. We are looking for as much detail as possible in your proposals as a large volume is coming in and they must be scrutinized. Those who offer the best programs will be selected.

12. **Q:** We are having problems uploading classes through the SFTP upload. Can I schedule a telephone call with someone to help with this?

A: Please open a GoArmyEd Helpdesk case to request assistance with this.

CLOSING INFORMATION

Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is tentatively scheduled for February 2018. The focus of the call will be on Joint Service Transcripts and applying MOS credit to degree requirements.

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.