

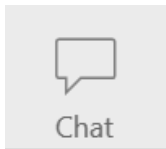
Webinar Information

Welcome to the May 2018 GoArmyEd LOI School Webinar

This webinar will be recorded. The recording will be sent to schools soon after the call and will also be available in the GoArmyEd Message Center and the SOC Knowledge Base.

There will be time for questions after the presentations and previously submitted questions.

To ask a question:



Select the Chat icon in the top right of your WebEx screen to access the Chat panel.

Type your question in the Chat box and select the **“Send”** button.

Send to: ▼

Note: All audio lines will be on mute during the webinar

***GoArmyEd - The Army's Virtual Gateway to Education
– Anytime, Anywhere***



GoArmyEd LOI School Webinar

22 May 2018

1:00 pm-2:30 pm EST

Subject Matter Experts

Headquarters Army Continuing Education System (HQ ACES)

IBM, Army Technology Integrator

Servicemembers Opportunity Colleges (SOC) GoArmyEd Team



GO ARMY ED

GoArmyEd Introductions

Headquarters Army Continuing Education System (HQ ACES)

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

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GoArmyEd Introductions

IBM Team

- ⑩ **Christina Milne** - Customer Relations Lead
 - **Diana Duparl** - Degree Management Specialist
 - **Maya Kirkland** – Degree Management Specialist
 - **Ruth Perez** - Degree Management Specialist

GoArmyEd Introductions

Servicemembers Opportunity Colleges (SOC) GoArmyEd Team

- **Stephanie Kahne**, SOC GoArmyEd Lead
- **Brianna Tringale**, SOC GoArmyEd Liaison
- **Patricia Taylor**, SOC GoArmyEd Liaison
- **Susan Wolozyn**, SOC GoArmyEd Liaison

Webpage: www.goSOCed.org

Contact Phone number: 1-800-892-7205

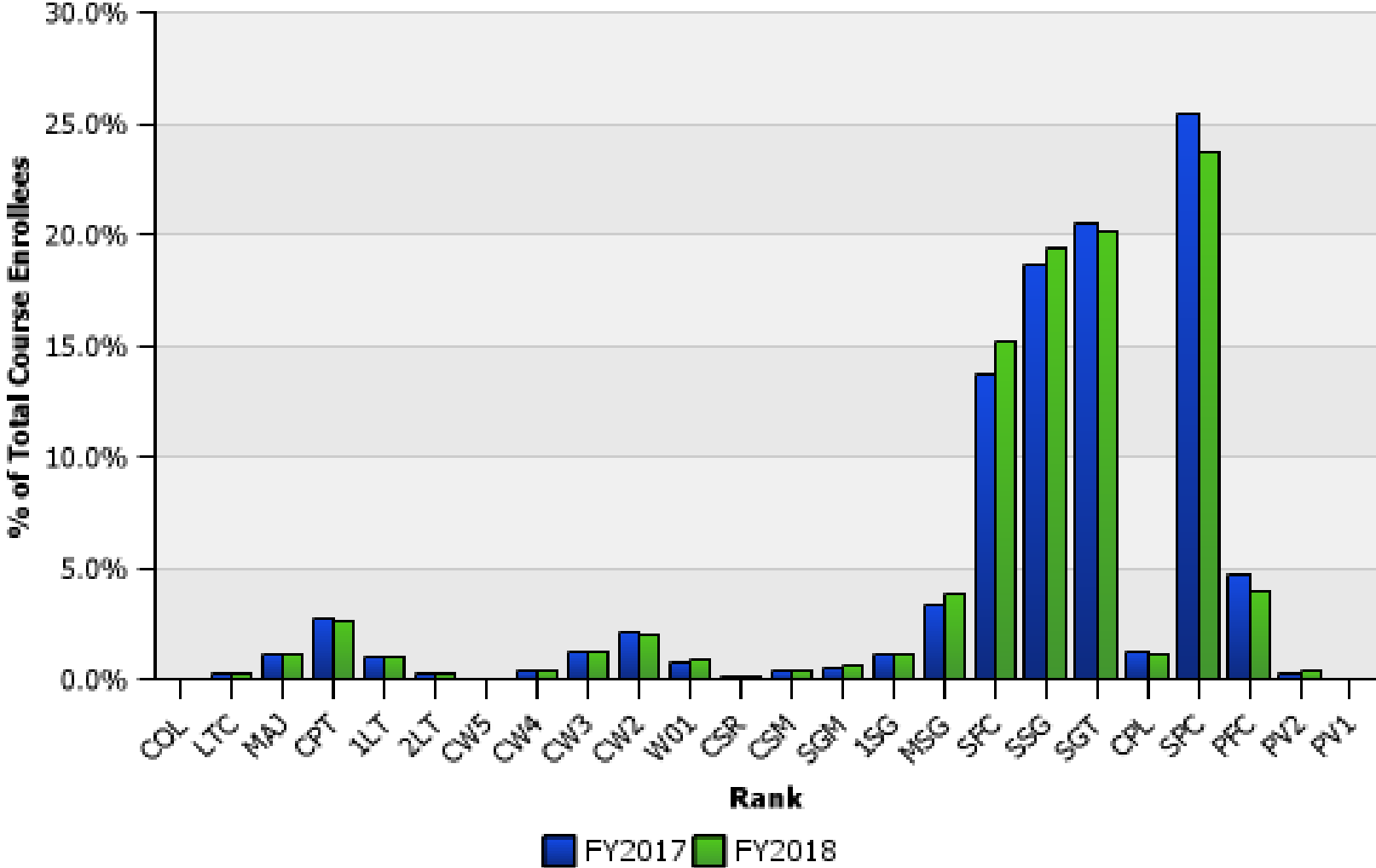


HQ ACES Information

- **Welcome** from Dr. Raymer, Chief HRC ACES
- **Finance Team**-Mr. Trent Stanfield
 - Military Withdraw
 - 60% Refund Rate
- **GoArmyEd Team**-Mr. Ron Ortiz, Mr. Russ Mott
 - Update
- **Policy Programs and Incentives**-Mr. Gary Remington, Mr. Mark Mazarella
 - Update
- **GoArmyEd Analysis**-Ms. Ela Karczewska

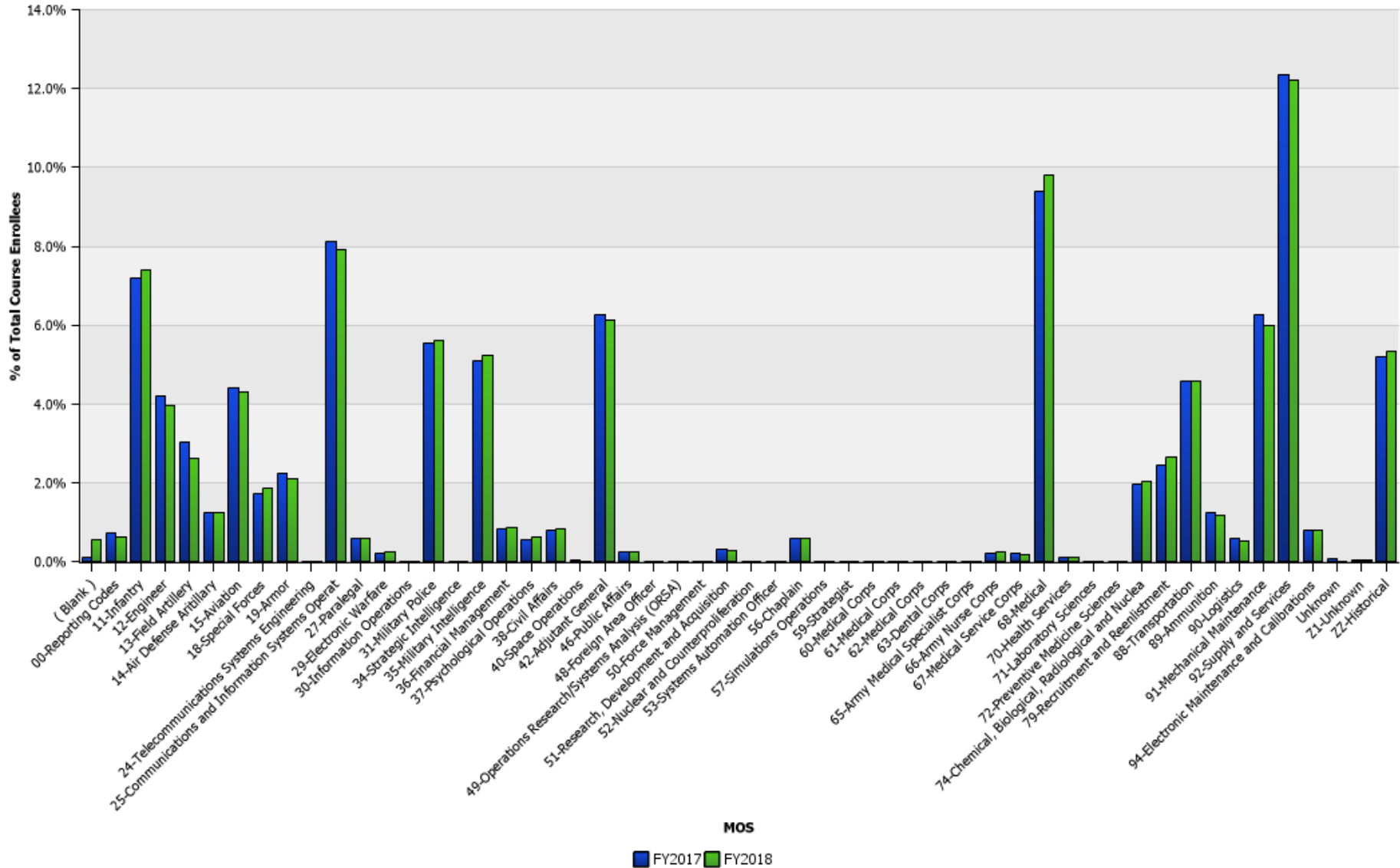
Soldiers Enrolled in College Classes, by Rank

% of Course Enrollees by Rank



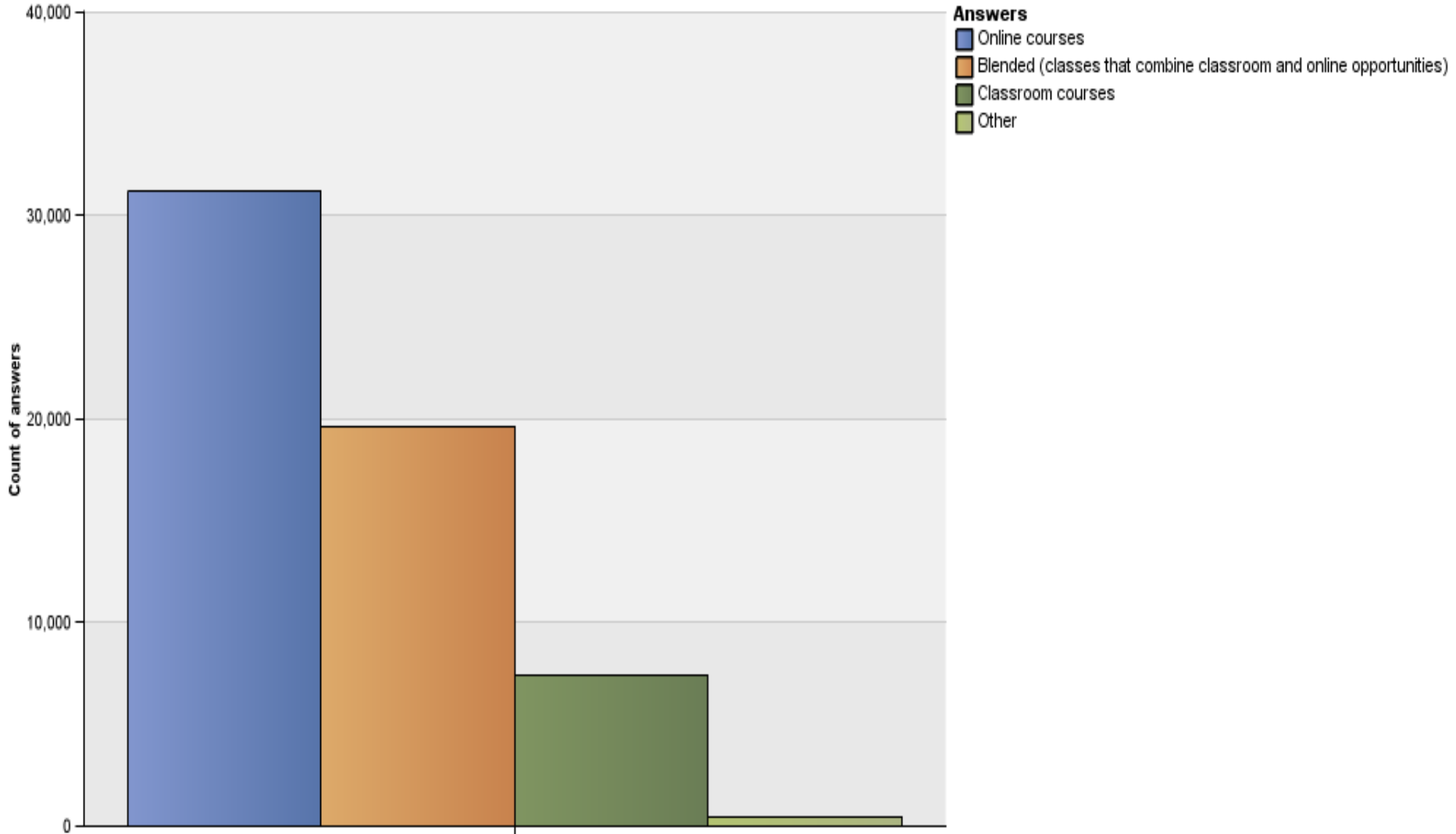
Soldiers Enrolled in College Classes, by MOS

% of Course Enrollees by MOS



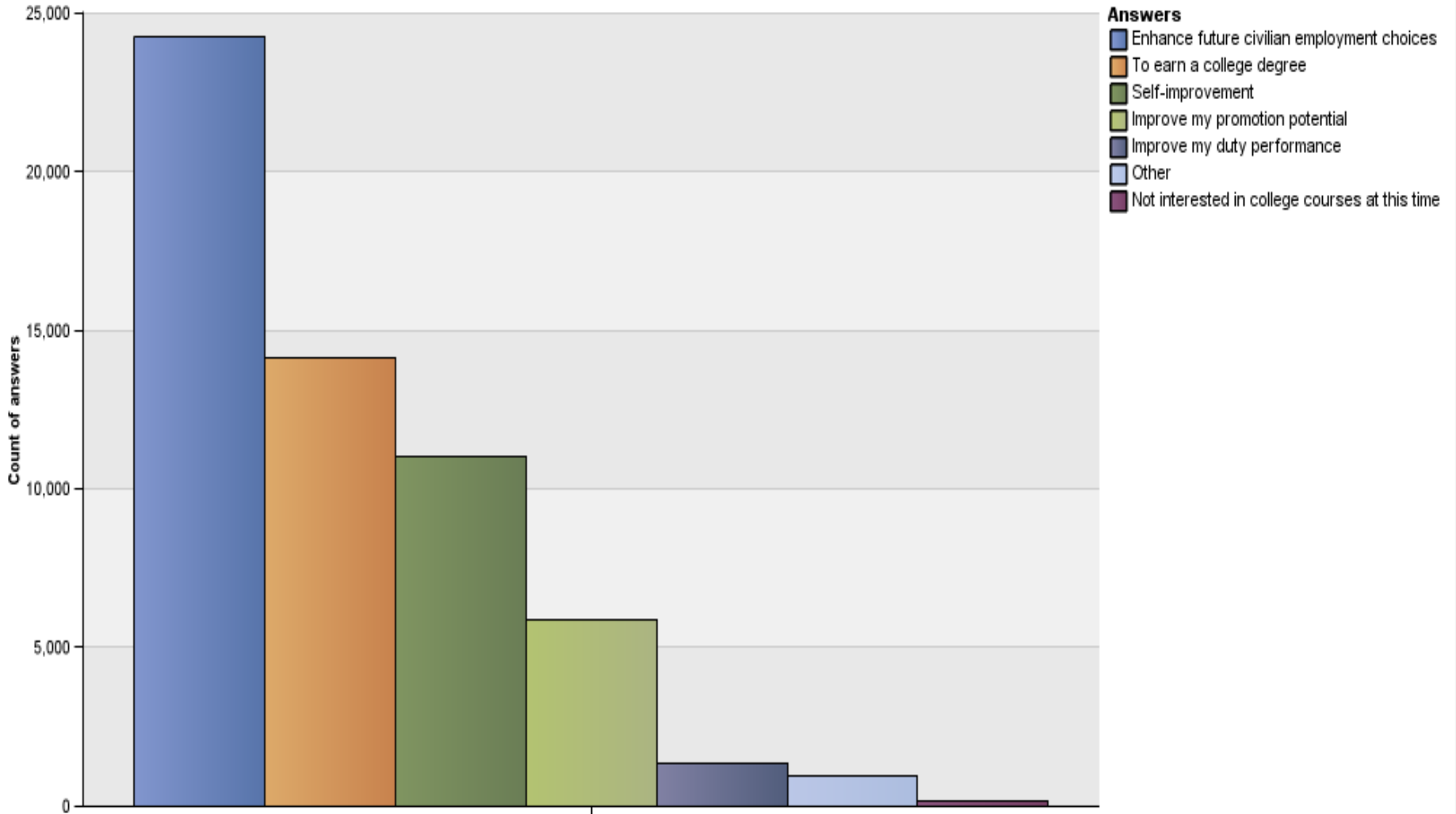
Education Needs Assessment Survey Report

Which methods of instructional delivery interest you most?



Education Needs Assessment Survey Report

Which of the following is the most important reason you enrolled/would enroll in college courses?



IBM Information

- **Recent Updates to System**
- **Upcoming Enhancements**
- **Incorrect School Address**
- **Grades**
- **Common Access Card (CAC)**
- **Personally Identifiable Information (PII) Reminder**
- **School Logo Reminder**



Recent Updates To System

- We have resolved the error that our users were receiving when attaching a document in GoArmyEd.
- An update was completed on the Public and GoArmyEd Helpdesk hours section to include closings on Federal Holidays

Helpdesk Contact Information



GoArmyEd Helpdesk Phone Numbers

Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time
Saturday and Sunday: Closed
Federal Holidays: Closed

- Professor of Military Science (PMS) users will now be able to reject a Cadet Student's Cadet Payment Request (CPR) when going back to the search page without having to close out and go back in.

USACC Cadet Payment Request (CPR) **PRE-APPROVED**

GoArmyEd ID: [REDACTED] USACC ID: [REDACTED] Phone: [REDACTED]
Last 4 SSN: [REDACTED] Email: [REDACTED] [Return to Search](#)

DEGREE DETAILS
Academic Program: DC14: Dartmouth College
FICE/OPED: 0027200
Degree Plan: ART - LOGISTICS

DETAILS
Last Add/Resp Date: 2017-04-09 Spring 2017 [Tuition and Fees](#) [Room and Board](#) [Approve](#) [Reject](#)

Contract ID	USACC ID	Unit	Admit Term	Subject	Course	Course Title	Section	Section Title	Section Type	Work Type	Subscribed Fee	Total Cost
[REDACTED]	[REDACTED]	DC14	Dartmouth College	ARTHIST	ARTH17.11	Art History of	4.00	On Campus	Cadet Scholarship	Cost	(\$1,495.00)	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Cadet Scholarship	Cost	(\$1,495.00)	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Cadet Scholarship	Cost	(\$1,495.00)	

APPROVAL SECTION
Program Cadre: [REDACTED] Name | Email: [REDACTED] Date: 10/30/2017 Status: Pre-Approved
PMS: [REDACTED] Last Updated By: [REDACTED] 10/30/2017 4:23:31PM
[Return to Search](#)

After reviewing, select the "Approve" or "Reject" button.

Upcoming Enhancements

- We now have a notification when a CPR is submitted with two different Schools. Both invoice admin users will have a warning message letting them know that part of the CPR is at another School.
- The G8 GPC Holder and Certifying Official will also receive a message and the CPR invoice will not be able to be approved if both school invoices are not at the G8 Office.
- This will be implemented on our next release 11.6.

Incorrect School Address

When an update to your school address is completed, remember to select the **“Submit”** button.

The **“Save”** button does not update the recent change.

The screenshot shows a web form for updating school information. The form includes several input fields and sections:

- Grad URL: [Empty]
- *Address 1: 1 C Tree Rd
- Address 2: ATTN: AMSJM-PDC
- *City: McAlester
- *State: OK
- *ZIP Code: 74501
- Country: USA United States
- Fed Tax ID: [Empty]
- TA CAGE Code: [Empty]
- TA Cage Exp Date: [Empty]
- Unit Type: [Dropdown]

Below the form are several expandable sections:

- TA Invoicing
- Additional School Information
- School Profile Validation
- School Degrees
- HQDA G-3/5/7
 - School/Vendor
 - School/Vendor Course Upload
 - School/Vendor Class Upload
 - School/Vendor Status: Active
 - Command Funded
 - Invoice Flag
 - Accreditation
 - Repeat Invoice
 - G3 Invoice Period: Monthly
- USACC Flags

At the bottom of the form are two buttons: "Save" and "Submit". A red arrow points to the "Submit" button.

Grades

Per Army policy, schools are required to enter grades in GoArmyEd within 14 days after the class end date. Missing grades prevent Soldiers from requesting Tuition Assistance by impacting their GPA and resulting in No Grade holds on their accounts.

- Web Grade Reporting: Enter grades online using the Web Grading Tool
- FTP Grade Reporting: Submit grades through FTP file upload
- Schools should choose the method best suited for their volume and internal processes. The screens that follow provide guidance for selecting the best method for your school.

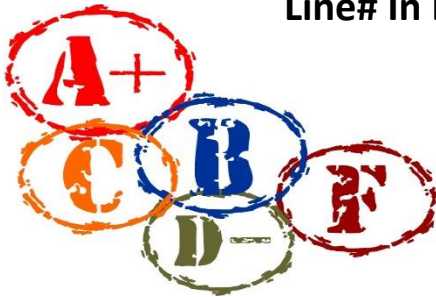
Reminder: Grade Reporting enables schools to submit multiple grade records in a single file in FTP.

For example:

File Name: School Name_Grades_20171218.csv

Line# In Error: Error Line#: 317, 669, 680, 2359, 2507, 2569 & 2664

Error: Invalid or Blank Grade



If an error occurs please try and resolve the errors daily by submitting a new file with the corrected grade data.

Common Access Card (CAC)

If you are experiencing issues logging in to GoArmyEd with your CAC, please follow the steps below:

1. Check to make sure you are using Internet Explorer as your default browser. Edge is another browser on some computers that has a very similar icon. CAC only works with Internet Explorer.
2. Be sure that GoArmyEd is removed from your Compatibility View Settings on GoArmyEd. You can find instructions to verify this here:

https://www.goarmyed.com/public/public_help-browser_settings.aspx#IECompataibility

3. Your DoD certificate installed on your machine may need to be updated. Access either of the following links for more information on how to update the certificate.

- a. From public CAC page: <https://militarycac.com/dodcerts.htm>
- b. From DISA's website: http://iase.disa.mil/pki-pke/getting_started/Pages/windows.aspx



REMINDER: You can still log in to GoArmyEd using your user name and password.

PII Reminder

PII Tip of the Day is back on the Message Center for all users:

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.

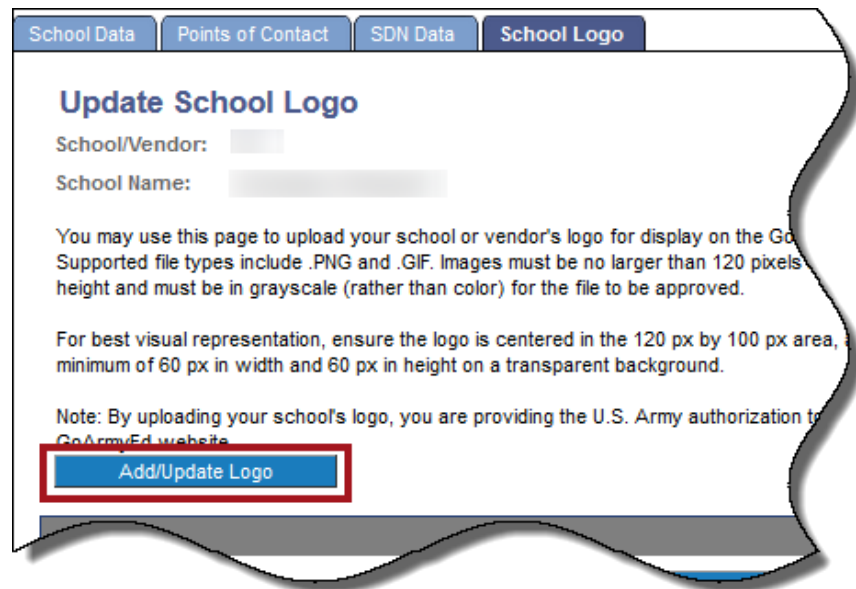
Remind the Student as well as yourself to use GoArmyEd ID in cases, eFile documents and other uploaded items in the system and remove PII.

School Logo Reminder

School POCs can 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:

- File type of .PNG or .GIF
- Grayscale format
- Maximum size of 120 pixels in width by 100 pixels in height
- Minimum size of 60 pixels in width by 60 pixels in height
- Transparent background



School Data Points of Contact SDN Data School Logo

Update School Logo

School/Vendor:

School Name:

You may use this page to upload your school or vendor's logo for display on the GoArmyEd website. Supported file types include .PNG and .GIF. Images must be no larger than 120 pixels in width and 100 pixels in height and must be in grayscale (rather than color) for the file to be approved.

For best visual representation, ensure the logo is centered in the 120 px by 100 px area, minimum of 60 px in width and 60 px in height on a transparent background.

Note: By uploading your school's logo, you are providing the U.S. Army authorization to display this logo on the GoArmyEd website.

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.

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

SOC Information

- Refund Schedule Change Requests
- Requirement Term & Degree Plan Changes
- Average Semester Hour Costs/Upload classes with new rate
- How to list courses with variable credit, Special Topic courses



Refund Schedule Change

To change your school's TA Refund Schedule, open a Helpdesk case requesting the change, and attach a spreadsheet with the new refund schedule.

- Only one refund schedule is allowed in GoArmyEd – applicable to all classes
- Calculate refund using percentage of class attended, not days 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 & Degree Plan Changes

Degree Requirement Term – Management page – multiple students

School Resources

- [Army Civilian Course/Class Management](#)
- [Army Civilian Invoice...](#)
- [Army Civilian Invoice History...](#)
- [Broadcast Messages to Soldiers](#)
- [Class Rosters](#)
- [Class Schedule](#)
- [Class Search...](#)
- [Degree Program Management...](#)
- [Degree Program Upload...](#)
- [Degree Requirement Term - Management...](#)
- [DOD Retired Report...](#)
- [GoArmyEd Marketing Resources](#)
- [Grade Administration](#)
- [Grade Setup...](#)
- [HQDA G-3/5/7 Terms and Agreement](#)
- [In-State Residency](#)
- [Manage SF 182...](#)
- [Reference Documents](#)
- [Refund Previously Approved TA Invoice](#)
- [Rejections](#)

- More than one student in a particular degree plan must be changed to a particular requirement term
- Fully Developed Degree Plans
- Access individual student **Change Requirement Term** page

Change Requirement Term (Multiple)

The requirement term, or set of requirements to which a Soldier is held, is set for a Soldier upon their enrollment into their current degree plan. If, upon consultation with the Soldier, the school would like to change the requirement term for a Soldier, the transaction is to be processed on this page. This will update the requirements listed in the Soldier's Degree Progress Report, and an updated Student Agreement/Documented Degree Plan will be required. This Student Agreement/Documented Degree Plan input file should be submitted with a status of "C".

Use the search criteria provided to find the Soldiers that entered a degree plan in a specified time period. Please select a Degree Plan, as it is required. If the degree selected has associated subplans or concentrations (usually with a degree name, such as Other Degree Plan), then select a subplan to narrow the search. Also enter in a Date Degree Last Changed or a Current Requirement Term value. Two search criteria are required to limit search results. The Date Degree Last Changed and Current Requirement Term can be searched for a specific value by only entering one value in the first edit box. Otherwise a range can be searched by entering values into both edit boxes for a search criteria, with the lower value first.

School:

Search Criteria

*Degree Plan:

Subplan:

Date Degree Last Changed (Between): and

Additional Search Criteria

Current Req Term (Between): and

Req Term Updated By School:

How to Change Requirement Terms:

- Individually select Soldiers that will receive a new requirement term (or use the "Select All" button for all Soldiers)
- Select a new requirement term located next to the "Deselect All" button
- Select the "Apply" button to apply the new requirement term to all selected Soldiers that do not already have a new requirement term
- Select the "Submit" button to save and submit the change
- Requirement terms can be changed for individual Soldiers in the results grid

Individual Soldiers can be viewed in more detail by selecting the link below.
[Individual Requirement Term Change](#)

New Requirement Term:

Results

Select	Emol ID	Rank	Last Name	First Name	Last 4 SSN	Education Center	(Current) Requirement Term	Date Degree Last Changed	Req Term Updated by School	New Requirement Term
1										

Requirement Term & Degree Plan Changes (continued)

Change Requirement Term page – individual students

1. From the “Multiple” view

Change Requirement Term

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Academic Institution: begins with AUAO1
School/Vendor: =
Empl ID: begins with
National ID: begins with
Last Name: begins with
First Name: begins with

Case Sensitive

Search **Clear** [Basic Search](#) [Save](#)

Related Links

Educational

- Admissions Decision...
- Army TA GPA Info...
- TA Administration...
- Common Application
- Class Schedule and Grades...
- Course Planner...
- Graduation Reporting...
- Hold History
- Program/Plan History...
- Request IST Transcript
- Requirement Term...**
- School/Degree Plan Change...
- Student Agreement/Degree Progress Reports
- Student Agreement/Degree Progress Reports

2. From the Student Record, “Related Links” menu.

- Two ways to access

Change Requirement Term

The requirement term, or set of requirements to which a Soldier is held, is set for a Soldier upon their enrollment into their current degree plan. If, upon consultation with the Soldier, the school would like to change the requirement term for a Soldier, the transaction is to be processed on this page. This will update the requirements listed in the Soldier's Degree Progress Report, and an updated Student Agreement/Documented Degree Plan will be required. This Student Agreement/Documented Degree Plan input file should be submitted with a status of "C".

Student Information

EmplID:		Rank:	SSG
SSN:		GeoEd Center:	Coronel Enrique S

Current College/Plan/Subplan/Requirement Term

Home College:		Eff Date:	01/01/2001
Degree Plan:		Status:	Active
Degree Sub-Plan:		Requirement Term:	Jan - Mar 2001
Program Action:	Active	Action Reason:	Converted Data

New Requirement Term

Requirement Term:

Submit **Clear** **Refresh**

Requirement Term & Degree Plan Changes (continued)

Change Requirement Term page – individual students (continued)

Change Requirement Term

The requirement term, or set of requirements to which a Soldier is held, is set for a Soldier upon their enrollment into their current degree plan. If, upon consultation with the Soldier, the school would like to change the requirement term for a Soldier, the transaction is to be processed on this page. This will update the requirements listed in the Soldier's Degree Progress Report, and an updated Student Agreement/Documented Degree Plan will be required. This Student Agreement/Documented Degree Plan input file should be submitted with a status of "C".

Student Information			
EmplID:		Rank:	Ssg
SSN:		GeoEd Center:	Coronel Enrique S

Current College/Plan/Subplan/Requirement Term			
Home College:		Eff Date:	01/01/2001
Degree Plan:		Status:	Active
Degree Sub-Plan:		Requirement Term:	Jan - Mar 2001
Program Action:	Active	Action Reason:	Converted Data

New Requirement Term	
Requirement Term:	<input type="text" value="0510 / Jul - Sep 2013"/>
	<input type="button" value="Submit"/>
	<input type="button" value="Clear"/>
	<input type="button" value="Refresh"/>
	0520 / Oct - Dec 2013
	0530 / Jan - Mar 2014
	0540 / Oct - Dec 2014
	0650 / Jan - Mar 2017
	0660 / Apr - Jun 2017
	0670 / Jul - Sep 2017
	0680 / Oct - Dec 2017
	0690 / Jan - Mar 2018
	0700 / Apr - Jun 2018

- Student entered GoArmyEd after starting degree plan at your school
- You and the student wish for the him/her to follow a specific requirement term (either old or new)



Requirement Term & Degree Plan Changes (continued)

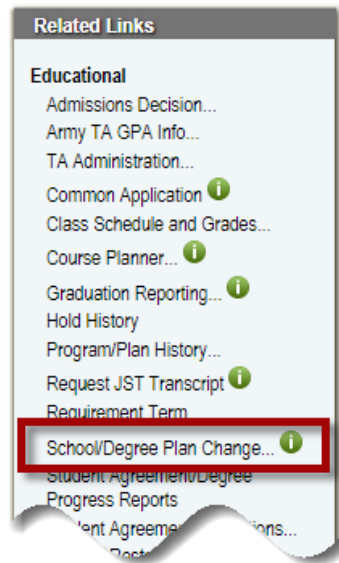
Degree Plan Change page – individual students (continued)

Related Links menu

- Defaults to “Manually Entered Degree? = Yes”

Degree Plan Change page

- Action Type not editable
- Home school not editable
 - Only access to students with your school as the home school
- Student(s) manually entered degree plan title in VIA



The image shows the 'Degree Plan Change' search form. It includes a search criteria section with dropdown menus for School, Empl ID, National ID, Last Name, and First Name. The 'Manually Entered Degree?: Yes' checkbox is highlighted with a red rectangular box. There is also a 'Case Sensitive' checkbox.

The image shows the 'Degree Plan Change' page with the following sections:

- Student Information:** Empl ID, Rank: SSG, SSN, GeoEd Center: Colonel Enrique S, Civ Ed Code: L - High School Diploma.
- Current Home School/Plan/Level:** Home School, Eff Date: 01/22/2016, Degree Plan, Status: Active, Degree Level, Manually Entered Degree?: Yes, Degree Name, Program Action: Plan Change, Action Reason: Major Change at Institution.
- New Home School/Plan/Level:** Action Type: 2.Change Degree Plan (highlighted with a red box), Home School, Degree Plan, Program/Plan History, Submit, Clear, Refresh.

Average Semester Hour Costs

Schools can update their Average Semester Hour Cost in GoArmyEd. The information collected will reflect in VIA and the Schools and Programs section (link located in the footer of GoArmyEd).

To update this information, log in and select the **“School Profile Management”** link located in the School User Administration menu. The Average Semester Hour Cost field is located in the TA Invoicing section of the School Profile.

The screenshot shows the 'School User Administration' menu on the left with 'School Profile Management...' highlighted in a red box. To the right is the 'Average Semester Hour Cost' form with the following fields:

	Unit Cost	In-State Cost	Out-of-State Cost
*Undergraduate	<input type="text" value="145.00"/>		<input checked="" type="checkbox"/> Undergraduate Costs Apply
*Graduate	<input type="text"/>		<input type="checkbox"/> Graduate Costs Apply

Only active Primary and Secondary Point of Contacts can update the School Profile.

New Class Upload

- **Important:** Updating the Average Semester Hour Costs will not change the costs for the classes that students enroll in through GoArmyEd.
- Schools are required to upload each class section with accurate class costs. Classes must be uploaded prior to the class start date. Students must enroll/request Tuition Assistance through GoArmyEd prior to class start date.
- If your school's class rates have changed, please ensure those changes reflect in the new class file/manual data entry.
- School user must have the Course Data Entry role to manually upload courses/classes in the "Soldier Course/Class Management" tool.

Posting Courses with Variable Credit hours/Special Topics

- If a course has variable credit hours, remember to build a separate course for each option available.
 - Example ENG 4000 Special Topic (1-4 credit hours)
 - ENG 4000 Internship 1 credit hour
 - ENG 4000 Internship 2 credit hour
 - ENG 4000 Internship 3 Credit hour
 - ENG 4000 Internship 4 Credit hour
- If a course is a Special Topic course please us a letter at the end of the number to distinguish a different course
 - Example ENG 4000 Special Topic
 - ENG 4000A British Literature
 - ENG 4000B French Literature
 - ENG 4000C Early American Literature

Submitted Questions from Schools

Question: On the last call, I requested the code showing a Soldier is paying for the course to be added back to the registration file so when we are reaching out to students to let them know they will be responsible for paying for their 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 recovery time to reject these students or reach out to them sooner. Can this code be added back to the Registration File?

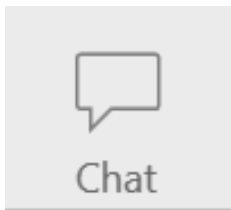
Question: Did the Army TA usage policy change concerning Soldiers being able to get an additional certificate?

Questions: When are the rules concerning the 1 year service out of AIT eligibility for Bachelor and 10 years of service for Master degrees going to change?

Open Questions

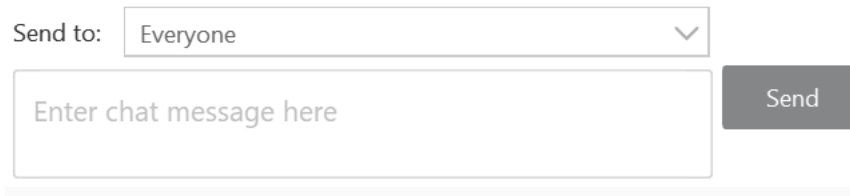
Use the WebEx Chat panel to submit your questions.

To open the Chat panel:



Select the Chat icon in the top right of your WebEx screen to access the Chat panel.

To ask a question:

A screenshot of the WebEx chat interface. At the top left, it says "Send to:" followed by a dropdown menu showing "Everyone" and a downward arrow. Below this is a large text input box with the placeholder text "Enter chat message here". To the right of the input box is a dark gray button with the word "Send" in white text.

Type your question in the Chat box and select the **“Send”** button.

Ensure that the question is being sent to **“Everyone”**.

LOI School Webinar Reminders

- The LOI School Newsletter will be sent to schools over the next two weeks.
- The webinar recording will be available in the GoArmyEd Message Center as well as the SOC Knowledge Base.
- The next LOI School call will be in **August 2018**.

