

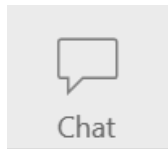
Webinar Information

Welcome to the September 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

4 September 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
- **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
- **Sophia Sweeney**, CP 31/ACES Credentialing Program Manager, HQ ACES
- **Jacqueline Smith**, Education Services Specialist, HQ IMCOM ACES
- **Ken Hardy**, Chief, Education Services Branch, National Guard

GoArmyEd Introductions

IBM Team

- **Christina Milne** – Customer Relations Lead
- **Diana Duparl** - Customer Relations Analyst
- **Maya Kirkland** – Customer Relations Analyst
- **Ruth Perez** - Customer Relations Analyst - SME

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 x3

HQ ACES Information

- **Welcome** – Dr. Pamela Raymer, Chief HRC ACES
- **Finance Team** – Mr. Trent Stanfield
 - FY18 and FY19 Enrollments
- **Policy Programs and Incentives** – Mr. Gary Remington
 - Policy Reminders
 - New TA Policy-Ms. Bree Charlot
 - New Credential Assistance Policy-Ms. Sophia Sweeney

Finance Team

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.

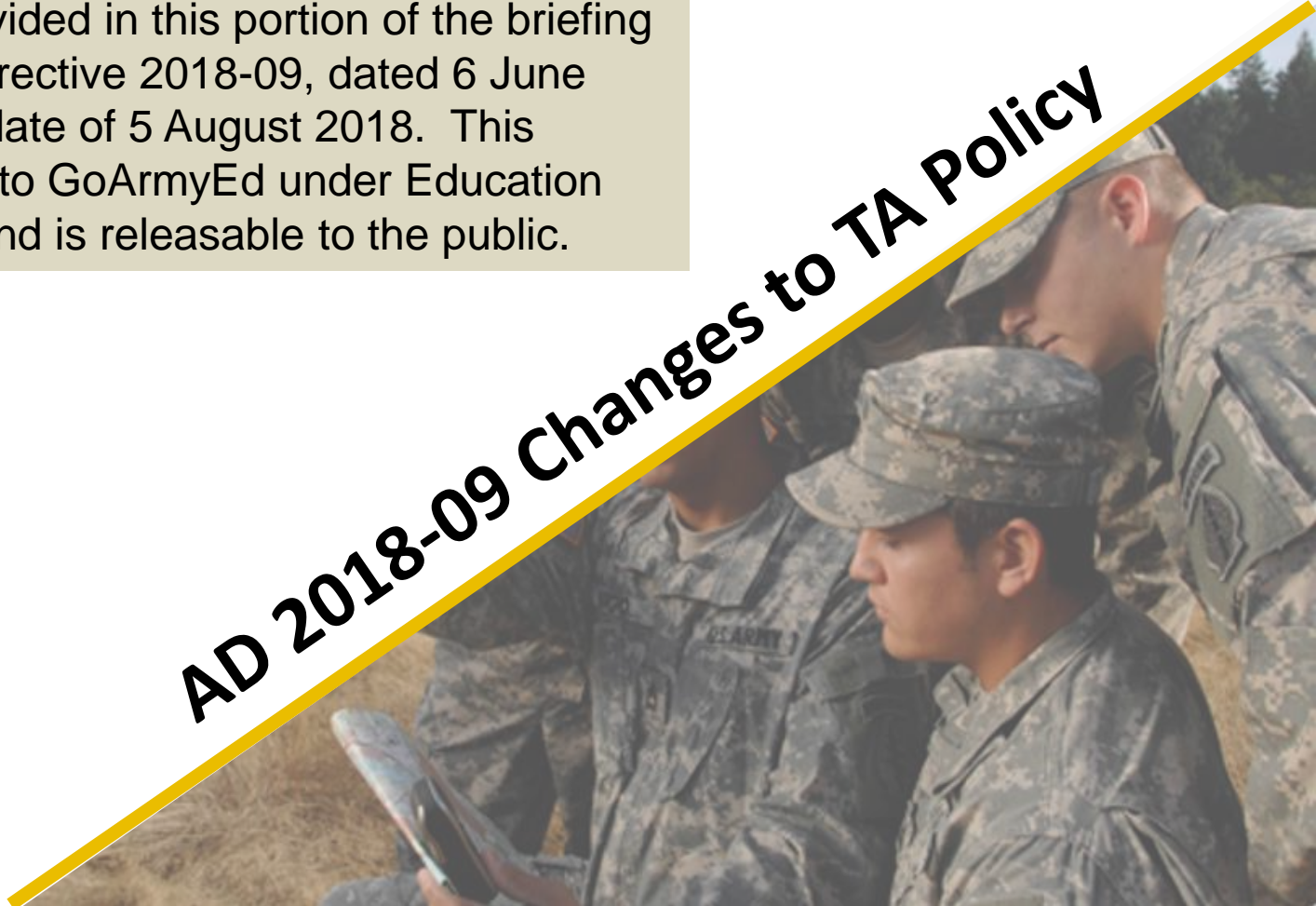
FY18 enrollments for Soldiers will end on 14 September 11:59 PM EST for classes with a start date of 30 September or earlier. Counselors/CE's will have until 25 September to approve all FY18 enrollments.

Programs Policy and Incentives

- Full SSN of Soldiers will no longer be on reports sent to schools or sent by schools to GoArmyEd
- Non-Attendance reference in DoDI
 - Do not refund for a failing grade reported in GoArmyEd. Only if the institution is issuing a W grade. Army will process recoupment for Failing grades, causing double recoupment and delay in soldier return of funds.

The information provided in this portion of the briefing is based on Army Directive 2018-09, dated 6 June 2018 with effective date of 5 August 2018. This document is posted to GoArmyEd under Education Policy Documents and is releasable to the public.

AD 2018-09 Changes to TA Policy



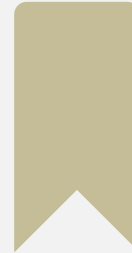
Background / Historical Perspective



In December 2013 DoD and the Army implemented several changes to voluntary education and TA policy. Among these, the Army implemented the following changes:



Imposed a one-year waiting period after completion of AIT, Basic Officers Leader Course, or Warrant Officer Basic Course for Soldiers to use TA for the first time.



Required Soldiers who previously used TA for any portion of their undergraduate degree to accrue a total of 10 years time-in-service to use TA toward a master's degree.

Major Changes to TA Policy effective 5 August 2018 are...



Rescinds 1-year and 10-year time-in-service TA waiting periods.



“First Time” (“Tier 1”) TA Users: Soldiers may start using TA upon achieving military training / education requirements:

- **Graduated Advanced Individual Training; Basic Officer Leaders Course (BOLC); or Warrant Officer Basic Course (WOBC).**



Soldiers who used TA toward any portion of their undergraduate degree (“Tier 2”) must complete Advanced Leader’s Course (ALC); Captains Career Course (CCC); or Warrant Officer Advanced Course (WOAC) to use TA toward a master’s degree.



Putting it All Together

All Soldiers must meet basic TA eligibility requirements, plus must meet the following training / education requirements:

	Tier 1	Tier 2
Enlisted Soldiers	Graduated Advanced Individual Training	Graduated Advanced Leaders Course
Warrant Officers	Graduated Warrant Officer Basic Course	Graduated Warrant Officer Advanced Course
Commissioned Officers	Graduated Basic Officer Leaders Course	Graduated Captains Career Course



Terminology – Military Education Level



Depending on a Soldier's tier status (i.e., Tier 1 or Tier 2), the Soldier must successfully complete one or two of the following military training / education courses to meet MEL standards:

Enlisted Soldiers

Advanced Individual Training (AIT):

Initial MOS qualification training enlisted Soldiers attend following basic combat training (BCT).

Advanced Leaders Course (ALC):

2-phase (on-line facilitated common core and branch-specific resident) course required for enlisted Soldiers selected for promotion to SSG.

Warrant Officers

Warrant Officer Basic Course (WOBC):

Branch-specific resident training for newly appointed warrant officers following completion of Warrant Officer Candidate School.

Warrant Officer Advanced Course (WOAC):

Branch-specific resident course warrant officers normally attend between their 4th – 6th year of service to prepare for duties as CW3.

Commissioned Officers

Basic Officer Leaders Course (BOLC):

Branch-specific resident training commissioned officers attend following commissioning.

Captains Career Course (CCC):

Branch-specific resident course captains normally attend in PCS status 4 - 6 years after commissioning.

Initial Military Training (IMT)

Advanced Military Training



Education Level

GoArmyEd will receive automatic data feeds for military education level (MEL) for all components.



Effective 5 August 2018, all Soldiers who do not meet requisite MEL criteria were automatically placed on hold.



Soldier must resolve MEL status discrepancies through unit Personnel Action Center/S1/Unit Administrator.

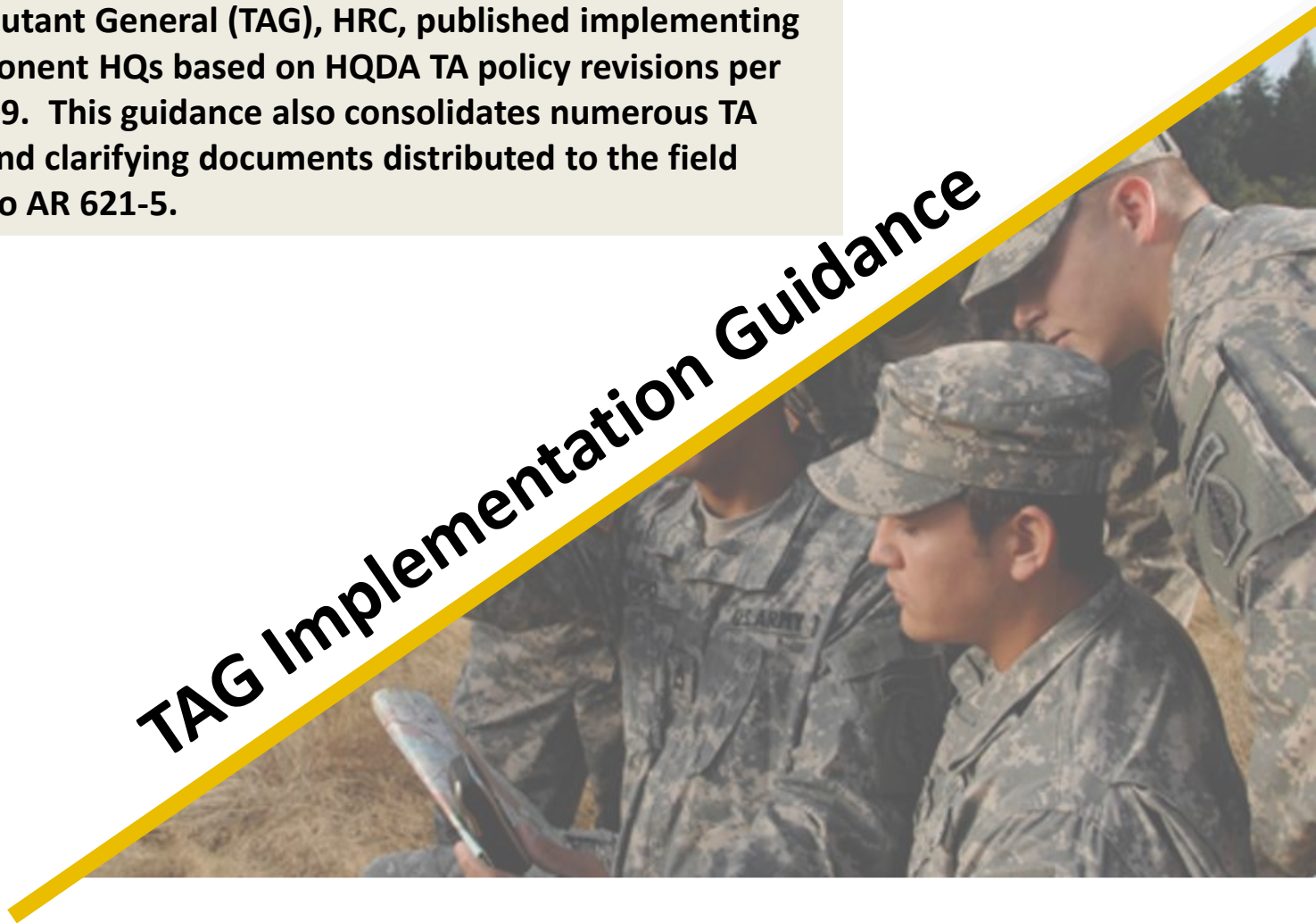


Education Counselors may defer or remove MEL holds per current GoArmyEd business rules, based on data reported to GoArmyEd.



On 20 June 18 The Adjutant General (TAG), HRC, published implementing guidance to the Component HQs based on HQDA TA policy revisions per Army Directive 2018-09. This guidance also consolidates numerous TA policy modifications and clarifying documents distributed to the field since the last update to AR 621-5.

TAG Implementation Guidance





Specifies that ROTC scholarship cadets receiving room & board stipend cannot receive TA.



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



Change degree plan requirement from “prior to completing 6 SHs” to “upon completion of 6 SHs.”



Specifies the 5-business day ETP rule and 5-business day class cancellation replacement rule.



Specifies 5-year wait if using TA toward a second certificate.



Requires Soldiers retaking a failed class or attempting to increase TA grade point average (GPA) to regain TA eligibility to enroll in classes through GoArmyEd, regardless of funding source. Specifies that classes taken to increase GPA must be taken after hold was placed.



Adds withdrawals due to natural or manmade disaster to examples of valid reasons for WM approvals.



Changes WM verification / recommendation authority as first commander in Soldier's chain of command w/ UCMJ authority for all Components (AD, AR, and NG)



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



Specifies that with the exception to certificate programs, Soldiers cannot pursue a lower/lateral level degree with TA even if TA did not fund previous degree.



Specifies authorized AMEDD special programs (IPAP, AECP, DPT, Army-UK MSW, Enlisted to Med School, and DPT).



Specifies 21 SHs authorized for graduate or undergraduate certificate regardless of degree level Soldier currently possesses.



Specifies that double majors must appear on one single diploma.



Specifies TA is not authorized for classes available in Army e-Learning, unless the class is required on the official degree plan.



Specifies TA is not authorized for institutional challenge exams/credit-by-exam, credit awarded based solely on an assessment of prior learning and/or experience, portfolio evaluation, or review of military or civilian transcript(s).



Specifies Soldiers with dual civilian and military status cannot request TA and ACTEDS funds concurrently for the same class.



Specifies Upon dropping or withdrawing from a class in GoArmyEd with cost to the Army, TA cannot be reinstated for that class in the same term (Fiscal Qtr) in which it was dropped.



Specifies under no circumstances will a Soldier personally reimburse an educational institution for previously approved TA funds.

Army TA Policy Quick Reference

Policy	Standard	*Source
1 Yr. Time-in-Service	Post AIT/BOLC/WOCS	Rescinded
10 Yr. Time-in-Service	If TA used for undergrad work	Rescinded
Min Course Grade	Undergrad: "C" / Grad: "B"	2, 4
Min TA GPA	Undergrad: 2.0 (15 SH) / Grad: 3.0 (6 SH)	2, 4
Annual TA Cap	\$250/SH@16 SH=\$4,000	3
Incomplete Grade	Resolved w/in 120 days	4
Max # SH Per Degree (lifetime cap)	21 / 130 / 39	3
Civilian Ed Code Mismatch	GoArmyEd is sole source	3, 4

***Source legend:** 1 = Title 10; 2 = DoDI 1322.25; 3 = AD 2018-09; 4 = TAG Implementation Guidance; 5 = AR 621-5



Army TA Policy Quick Reference

Policy	Standard	*Source
Degree Plan	6 SHs	4
Single Degree	“One Diploma” Rule	3, 4
Lateral / Lower Level Degree	N/A (Certificate Only)	3
1 st Prof Degree	N/A	3
ETP Eligibility	5-Day Rule & GAE/ACES Error	4
Replacing Cancelled Course	5-Day Rule	4
Flags	600-8-2 (GoArmyEd status is sole source)	3
ROTC Scholarship	N/A (T&F <u>or</u> R&B)	3, 4

***Source legend:** 1 = Title 10; 2 = DoDI 1322.25; 3 = AD 2018-09; 4 = TAG Implementation Guidance; 5 = AR 621-5



Army TA Policy Quick Reference

Policy	Standard	*Source
ADSO/RDSO	2 Yrs (AD) / 4 Yrs (AR/NG)	4
MEL – Tier 1	Completion of IMT (AIT, WOBC, BOLC)	3
MEL – Tier 2	Completion of Advanced Military Training (ALC, WOAC, CCC)	3
Class cannot extend beyond ETS	N/A	3
Cannot use TA for CBE / PLA	N/A	3
Cannot duplicate benefits (GI Bill)	N/A	3, 5
Special Programs	Chaplain, Transition Certificate, Teacher Cert, AMEDD, Foreign Language	4

***Source legend:** 1 = Title 10; 2 = DoDI 1322.25; 3 = AD 2018-09; 4 = TAG Implementation Guidance; 5 = AR 621-5



GO ARMY ED

Self-Directed Credentialing Assistance Program

The Army Credentialing Assistance Program

Sophia Sweeney
Credentialing Assistance Program Manager

Self-Directed Credentialing Assistance Program

Purpose: An effective CA Program directly contributes to improving Total Army readiness, supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.

- CA is available for voluntary, off-duty training
- Manual invoice process until GoArmyEd modernization in 2020 – Separate credit card to be used and payment will be made prior to the start of the course/exam.
- A list of eligible credentials will be maintained on Army COOL
- CA is authorized for the payment of credentialing expenses for classroom, hands-on, online/blended training (and associated materials), manuals, study guides and materials, text books, processing fees, test fees, and related fees for continuing education requirements and recertification of credentials

Self-Directed Credentialing Assistance Program

- CA will not be authorized for any course for which a Soldier receives reimbursement in whole or in part from any other Federal source, including veterans' education benefits and Service-funded programs (ROTC scholarship, education-related incentive or bonus, and advanced civil schooling) when the CA payment duplicates the reimbursement
- CA is subject to the same funding ceiling as TA. A Soldier may use both TA and CA; however, the combined use by any Soldier will not exceed the fiscal year TA limit (\$4000)
- Soldiers may not use CA to repeat successfully completed preparatory portions of a credential, other than for those areas required for renewal of the credential
- Soldiers will be subject to reimbursing the Army for CA if they fail or withdraw from a course of instruction, or fail to sit for an exam in the timeframe required to earn the credential, and do not have an approved military withdrawal (Army-wide implementation only)

Self-Directed Credentialing Assistance Program

- CA Options

- For credentials related to an MOS, as long as they are not an MOS requirement
- For credentials related to an academic degree or certificate. (TA can be used for courses that lead to a credential)
- For credentials aligned to a civilian career field

Limited User Test (LUT):

The LUT will take place in Texas (Fort Hood, TX ARNG/USAR training locations)

- Eligibility (During LUT)

- Regular Army Soldiers stationed at Fort Hood
- AGR Soldiers stationed in Texas
- Texas ARNG and USAR Soldiers in an active drilling status with a designation as satisfactory participant who reside in Texas
- Participating Soldiers must meet basic TA eligibility

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IBM Information

- **Keep Your CAGE Code Up-to-Date**
- **Enhancements**
- **Credentialing**
- **Fully Developed Degree Plan (FDDP)**
- **School Logo Reminder**
- **Graduation Reporting**
- **PII Reminder**

Keep Your CAGE Code Up-to-Date

All Primary and Secondary School POCs: CAGE Code Expirations – **renew before they expire!**

- Be sure to check your Commercial and Government Entity (CAGE) code activation status in GoArmyEd, and renew it before the date it expires by visiting the System for Award Management (SAM) website at www.SAM.gov (Your payment will be delayed if your CAGE Code expires prior to the final invoice/DFAS payment process)

1

School User Administration

- School User Management
- School Profile Management...**
- Points of Contact (POC) Management
- Create JST POC

Select the **“School Profile Management”** button from the **School User Administration** section of your homepage.

2

School Information
*Fed tax ID: 340/14689
***TA CAGE Code: 4B291** **TA Cage Exp Date: 03/23/2018**

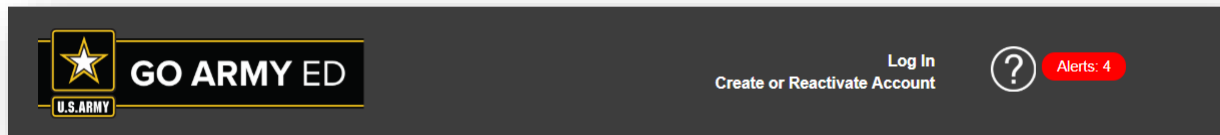
View your CAGE Code expiration date at the bottom of the **School Information** section.

Note: It may take up to 48 hours for updates to appear in GoArmyEd.

Enhancements

- **Alert notification:** GoArmyEd homepage now has an **ALERT** notification, with messages from the helpdesk message center.

1



- **Pulse Survey:** Please remember to complete the Pulse survey that is auto populated after signing out of your GoArmyEd account. We appreciate all feedback!

2

* How satisfied were you with your latest experience using GoArmyEd and GoArmyEd support services?

Not at all Satisfied ☒ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 Completely Satisfied

You have indicated that your last GoArmyEd experience was unsatisfactory. Please tell us why.

* Which area led to your dissatisfaction?

* In which area of GoArmyEd Customer Service did you have an issue?

* How was your service unsatisfactory?

* Your Comments

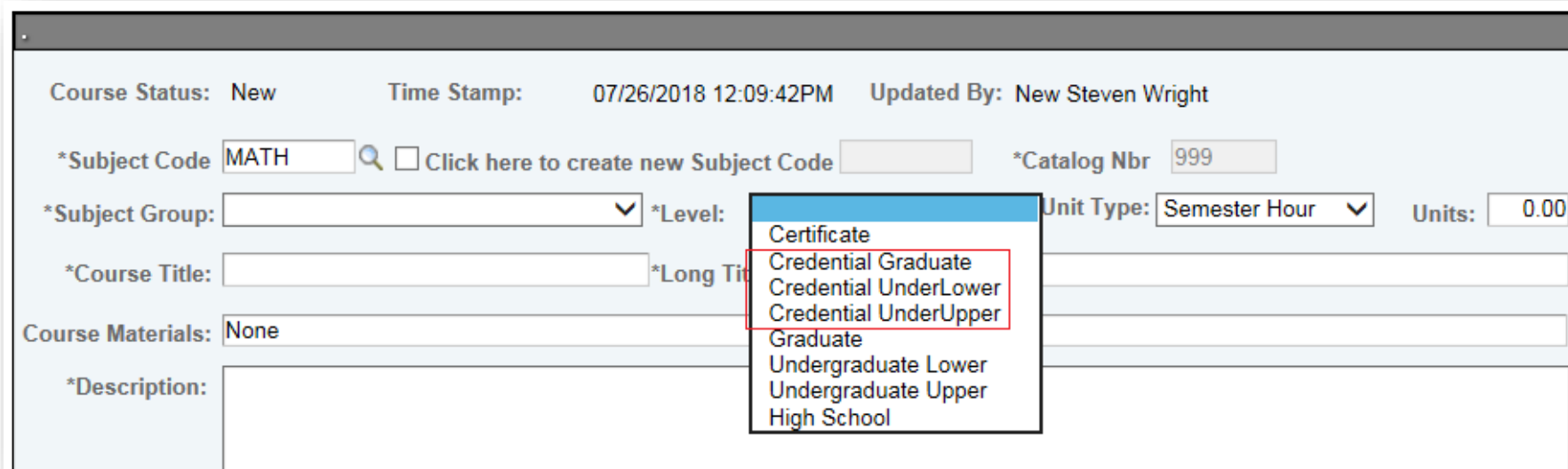
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters may be added to the text. Please review the text that you have pasted and remove the special characters.

Question mark or

Credentialing

LOI School

- Uploads courses with new course level (PS page – example below)
- Uploads courses via sFTP



The screenshot shows a web form for entering course information. At the top, it displays 'Course Status: New', 'Time Stamp: 07/26/2018 12:09:42PM', and 'Updated By: New Steven Wright'. Below this, there are input fields for '*Subject Code' (containing 'MATH'), a search icon, a checkbox for 'Click here to create new Subject Code', and '*Catalog Nbr' (containing '999'). The '*Subject Group' field has a dropdown arrow. The '*Level' field has a dropdown menu open, showing options: 'Certificate', 'Credential Graduate', 'Credential UnderLower', 'Credential UnderUpper', 'Graduate', 'Undergraduate Lower', 'Undergraduate Upper', and 'High School'. The 'Unit Type' is set to 'Semester Hour' and 'Units' is '0.00'. Other fields include '*Course Title', '*Long Title', 'Course Materials' (set to 'None'), and '*Description'.

Course Status:	New	Time Stamp:	07/26/2018 12:09:42PM	Updated By:	New Steven Wright
*Subject Code	MATH	<input type="checkbox"/> Click here to create new Subject Code		*Catalog Nbr	999
*Subject Group:		*Level:	Certificate Credential Graduate Credential UnderLower Credential UnderUpper Graduate Undergraduate Lower Undergraduate Upper High School		
*Course Title:		*Long Title:		Unit Type:	Semester Hour
Course Materials:	None			Units:	0.00
*Description:					


Fully-Developed Degree Plan (FDDP)

- FDDP: Enrollment in a course at their Home School or another LOI school
- Course levels are uploaded by schools and cannot be changed by anyone else

[Return to Add Classes](#)

[VIEW SEARCH RESULTS](#)

Select the Request Class button to enroll.

 Indicates an enrollment section.

Class Sections

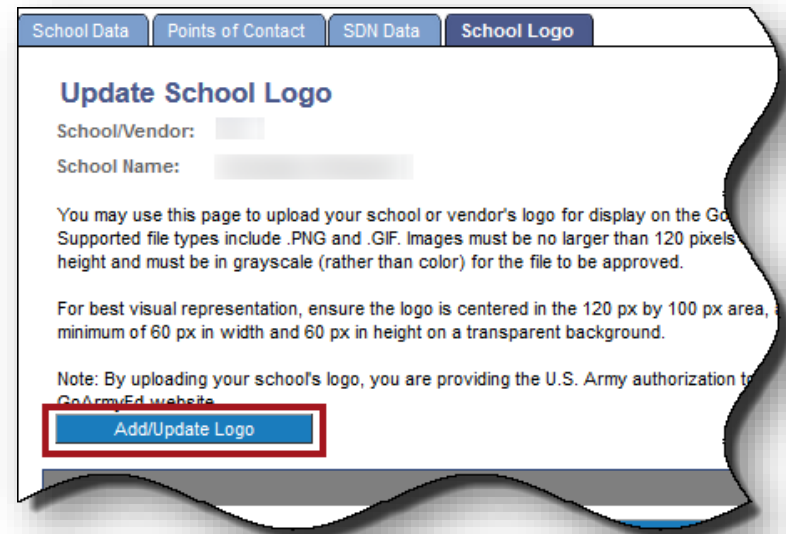
GoArmyEd		Catalog		Semester				<div>Request Class</div>
Class Nbr	Subject	Number	Section	Description	Hours	Class Type	School	
12088	ACCT	220	C417	Introduction to Managerial & C	2.64	TA	Colorado Technical Univ	
Mode of Instruction		Course Level		Course ID	Class Status		Subject Group	
DL - Online		Credential UnderLower		149523	Active		Accounting	
Maximum Seats	Seats Available	Start Date	End Date	Proctored Exams:		Program Community		
500	500	07/03/2018	08/09/2018	<input type="checkbox"/>		Business		

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



The screenshot shows a web interface with four tabs: 'School Data', 'Points of Contact', 'SDN Data', and 'School Logo'. The 'School Logo' tab is active. Below the tabs, the title 'Update School Logo' is displayed. There are two input fields: 'School/Vendor:' and 'School Name:'. Below these fields, a paragraph states: '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.' Another paragraph follows: '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.' A note at the bottom reads: 'Note: By uploading your school's logo, you are providing the U.S. Army authorization to display this logo on the GoArmyEd website.' At the bottom of the form, there is a blue button labeled 'Add/Update Logo' which is highlighted with a red rectangular border.

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

Graduation Reporting

Graduation Reminders:

- Please include the following information if a Graduation case is opened to request assistance with reporting: Date of Conferral, Grade Point Average (GPA), Degree Title, and Honors if applicable
- Please also note that you can **NOT** report a graduation if the conferral date is after the 'Effective Date' listed in the Student Program Plan

Ex:

Program / Plan History [Select this link for an explanation of this page](#)

Name: [REDACTED]

Date: 04/02/2018 Status: Active in Program

Home College: Grand Canyon Univ Plan: Master of Science in Professional Counseling (MS-PC)

Admit Term: Trm 2 2018 Requirement Term: Trm 2 2018

Degree Confer Date:

Last Updated By: Plummer, Richard Whittingham Installation/Institution: NG-Montana Education Services Office

School POC requested assistance- The conferral date was listed as 11/27/2017, which is **BEFORE** the Effective Date where the SM was enrolled in the degree plan

- Graduations can **NOT** be reported for Cadet students
- If the degree plan displayed on a Service Members Student Record is different than the degree plan that is attempted to be reported, then please open a Helpdesk case for further assistance
- Please attach a screenshot of the error message that you receive when attempting to report graduations in open Helpdesk cases

PII Reminder

- The PII Tip of the Day is included the Message Center for all users. Please see below.

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 listed in conjunction, with rank, phone number, email, and/or school, among other data, it increases the risk of exposing PII to unauthorized personnel. Please remember to ONLY use GoArmyEd ID numbers in cases, eFile documents and other uploaded items in the system. If screenshots are included, then please remove all PII. This note applies to all authorized users (Students, School POCs, etc.)

SOC Information

- **Generating a List of Your School's Degrees in the Degree Program Management (DPM) Tool**
- **Refunding a Previously Approved Invoice**
- **Student Agreements-Current and Prospective Student Roster**
- **Student Agreements-Application Status Page**
- **Graduation Reporting**
- **Additional Information**

Generating Your School's List of Degrees

Schools can generate a list of all their degrees entries in the Degree Program Management (DPM) tool using the **“Generate Current Degrees Text File”** button under the **“Degree Program Upload”** link.



- [Degree Program Management...](#)
- [Degree Program Upload...](#)

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

Generating Your School's List of Degrees (continued)

Select the “Generate Current Degrees Text File” button.

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](#)

GoArmyEd will generate a text file displaying all the degrees your school has entered in the DPM tool.

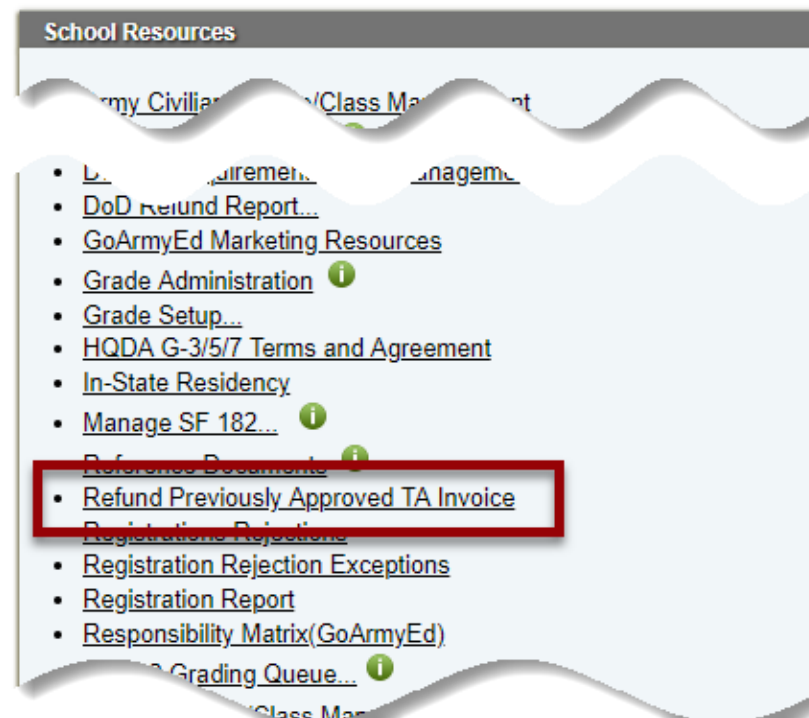
Degree Title	Degree Status	Degree Level	Degree Specialty	Degree Description	Degree Long Description	CIP Code	Academic Organization	Online Location	InPerson Location	Both Locations	Location 1 City	Location 1 State	Location 1 Zip Code	Location 1 Country	Location 2 City	Location 2 State	Location 2 Zip Code	Location 2 Country	Location 3 City	Location 3 State	Location 3 Zip Code	Location 3 Country	Admissions Criteria Type	Admissions Criteria 1	Admissions Criteria Min Value 1	Admissions Criteria 2	Admissions Criteria Min Value 2	Admissions Criteria 3	Admissions Criteria Min Value 3	Degree Deadline Type	Degree Admissions URL	Minimum Acadmic Residency Percentage	Use School Average Costs	Average SH Cost	Average SH Cost IS	Average SH Cost OS	Average Textbook Cost	Max Num of Academic Xfer Credits	Max Mil Exp Xfer Credits	CLEP Credits	DSST Credits	Other Test Score Credits	Title of Other Tests	Stud Svcs Dedicated Vets	Stud Svcs Faculty Councils	Stud Svcs Mil Vet Cnslrs	Stud Svcs Streamlined Processes	Stud Svcs Others	Stud Svcs Others Description	Class Starts	Avg Class Length
MBA/GM	Inactive	004	MBA	MBA-Global Management (MBA-GM)	Master of Business Administration (Global Management) (MBA-GM)	52.0201	0000000018	Y	N	N														COMP	UGPA	2.5			ROLL	www.phoenix.edu	59	Y	575		0	21	21	21	21	0		Y	Y	Y			0	6			

Refund Previously Approved TA Invoice

- Invoice Administrator
- Two-part process:
 1. Refund Previously Approved TA Invoice
 2. Soldier TA Invoice

Business Rules:

- End date within last five years
- Only previously approved invoiced rows are eligible
- Discount cannot exceed the current Army cost
- Discount an invoice line item already been paid by the Army - add it as a debit to next invoice
- One discount type per class. Additional discount, open CRM case for Army review.
- Once refund on invoice is submitted/approved funds restored to the TA FY ceiling.



Refund Previously Approved TA Invoice (continued)

Refund Previously Approved Invoice

Schools are able to use this page to refund the Army for previously invoiced classes. Please enter a reduction amount and reduction reason and select Submit. This action will create a line item credit to the Army available during your next invoice window.

Invoice Information					
Invoice Number		Invoice Date	05/09/2018	Invoice Approved Date	05/17/2018
School		Total Count	717	Amount Total	\$332,824.88

Student/Class Information					
EmplID		First Name		Last Name	
Subject	HIST	Catalog Number	1301	Class Number	9724
Term	0700	Residency	XX	Class Description	United States History I
Start Date	04/16/2018	End Date	06/08/2018	Drop Date	
				Refund Percentage	0.00

Previously Invoiced Cost Information						
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost	Final Soldier Cost
\$235.00	3.00	\$0.00	\$0.00	\$705.00	\$705.00	\$0.00
Reduction Amount	Reduction Reason		Reduction Reason Other			
\$0.00						

Refund Army Cost						
Current Army Cost	Current Soldier Cost	Total Class Cost		Details		
\$705.00	\$0.00	\$705.00				
Reduction Reason		Reduction Reason Other	Reduce Army Cost	Final Army Cost	Total Class Cost	
<input type="text"/>		<input type="text"/>	\$0.00	\$0.00	\$0.00	

Submit

Cancel

- Search for and select specific student/enrollment
- If a reduction already exists (has already been processed or is in progress), message will appear at the bottom of the page

This enrollment has an existing reduction amount. Multiple reductions can not be applied online. Please open a CRM Help Desk ticket to reduce the cost again.

Refund Previously Approved TA Invoice (continued)

Refund Previously Approved Invoice

Schools are able to use this page to refund the Army for previously invoiced classes. Please enter a reduction amount and reduction reason and select Submit. This action will create a line item credit to the Army available during your next invoice window.

Invoice Information							
Invoice Number	Invoice Date	05/09/2018	Invoice Approved Date	05/17/2018			
School	Total Count	717	Amount Total	\$332,824.88			

Student/Class Information							
EmplID	First Name	Last Name	Last 4 SSN				
Subject	HIST	Catalog Number	1301	Class Number	9724	Class Section	N515
Term	0700	Residency	XX	Class Description	United States History I		
Start Date	04/16/2018	End Date	06/08/2018	Drop Date	Refund Percentage 0.00		

Previously Invoiced Cost Information							
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost	Final Soldier Cost	
\$235.00	3.00	\$0.00	\$0.00	\$705.00	\$705.00	\$0.00	
Reduction Amount	Reduction Reason		Reduction Reason Other				
\$0.00							

Refund Army Cost							
Current Army Cost	Current Soldier Cost	Total Class Cost		Details			
\$705.00	\$0.00	\$705.00					
Reduction Reason		Reduction Reason Other		Final Army Cost		Total Class Cost	
Never Enrolled - No Cost				\$0.00		\$0.00	
Submit		Cancel					

Select Reduction Reason and adjust cost as necessary:

- If reducing with a “No Cost” reason, cost adjustment will be automatic
- Otherwise, when Reduce Army Cost amount is entered, remaining costs are automatically adjusted.

Select “Submit”

Chapter 33 (Post 9/11)
Discounted Tuition
Drop/Withdrawal (No Cost)
Drop/Withdrawal (With Cost)
Never Enrolled - No Cost
Other
Scholarship/Grants
State TA

Refund Previously Approved Invoice

Schools are able to use this page to refund the Army for previously invoiced classes. Please enter a reduction amount and reduction reason and select Submit. This action will create a line item credit to the Army available during your next invoice window.

Invoice Information							
Invoice Number	Invoice Date	05/09/2018	Invoice Approved Date	05/17/2018			
School	Total Count	717	Amount Total	\$332,824.88			

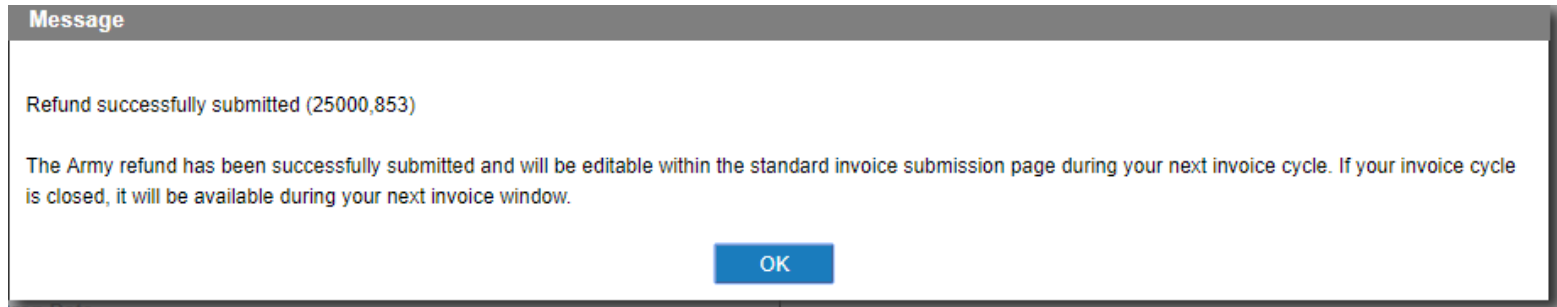
Student/Class Information							
EmplID	First Name	Last Name	Last 4 SSN				
Subject	HIST	Catalog Number	1301	Class Number	9724	Class Section	N515
Term	0700	Residency	XX	Class Description	United States History I		
Start Date	04/16/2018	End Date	06/08/2018	Drop Date	Refund Percentage 0.00		

Previously Invoiced Cost Information							
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost	Final Soldier Cost	
\$235.00	3.00	\$0.00	\$0.00	\$705.00	\$705.00	\$0.00	
Reduction Amount	Reduction Reason		Reduction Reason Other				
\$0.00							

Refund Army Cost							
Current Army Cost	Current Soldier Cost	Total Class Cost		Details			
\$705.00	\$0.00	\$705.00					
Reduction Reason		Reduction Reason Other		Reduce Army Cost	Final Army Cost	Total Class Cost	
Drop/Withdrawal (With Cost)				\$175.00	\$530.00	\$530.00	
Submit		Cancel					

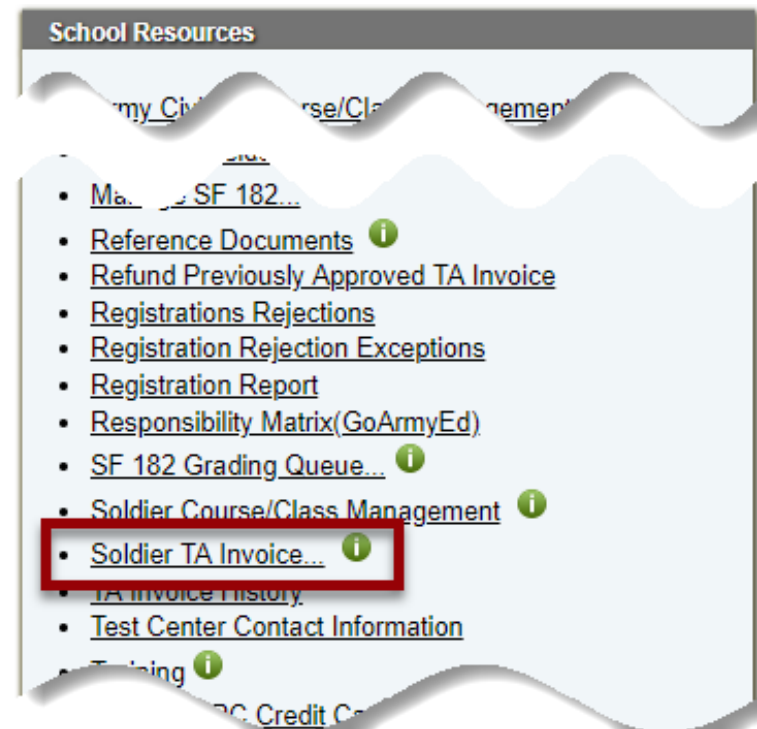


Refund Previously Approved TA Invoice (continued)



Once processed, reduction will appear on the next invoice

- If current invoice is open/unsubmitted, reduction will appear within 24 hours
- Must validate the reduction on the invoice for it to process



Step-by-step Instructions on **Reference Documents** page: [Refund a Previously Approved TA Invoice](#)

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 have access to view the Student Agreement due dates and submission type.

Schools can view the Current and Prospective Student Roster report to view the due date for Student Agreements.

Schools may also view the report to determine how the Student Agreement must be submitted: **Course Planner vs. FTP.**

The report is sent to schools weekly and can be found in the **Outgoing > reports** folder in FTP.

Student Agreements-Application Status Page

LOI Schools can use the Application Status page to communicate with students about required documents that are missing from their admission applications i.e High School transcript, College transcripts, Joint Service Transcript (JST), test scores, essay, etc.

To access the Application Status page:

Retrieve the Student Record using the **Student Management** section of your GoArmyEd homepage.



The screenshot shows the 'Student Management' section of the GoArmyEd homepage. It includes a search instruction: 'To search for a student, the following options are available. Enter 1) User ID/EmplID; 2) Last Name; 3) SSN/EIN.' Below this are three input fields: 'User ID/EmplID:', 'Last Name:', and 'SSN/EIN:'. A blue button labeled 'Retrieve Student Record' is positioned below the fields. An 'Advanced Search' link is also visible. At the bottom, there is a table with columns 'Rank' and 'Name', and a 'Display 10 Records' dropdown menu.

Then, select "**Application Status**" link located in the Related Links section.



Student Agreement-Application Status Page (continued)

School users can submit the following sections on the **Application Status** page. After the school user selects **“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.

The screenshot displays the 'Application Status' page with several sections for submission:

- View Application Status History** and **Return to Student Record** links.
- Student Name:** SFC Platts, Ben/Steven/John
- High School Transcript:** ☒ Complete ☐ Incomplete. Text area with '30%'. Instructions: 'Please list: Max 3000 Characters. Note: If you copy and paste text from other sources (such as Microsoft Word, Wordfast, etc.), some remove the special characters.'
- College Transcripts:** ☐ Complete ☒ Incomplete. Text area. Instructions: 'Please list: Max 3000 Characters. Note: If you copy and paste text from other sources (such as Microsoft Word, Wordfast, etc.), some remove the special characters.'
- Test Scores:** ☒ Complete ☐ Incomplete. Text area. Instructions: 'Please list: Max 3000 Characters. Note: If you copy and paste text from other sources (such as Microsoft Word, Wordfast, etc.), some remove the special characters.'
- Essay:** ☒ Complete ☐ Incomplete. Text area. Instructions: 'Please list: Max 3000 Characters. Note: If you copy and paste text from other sources (such as Microsoft Word, Wordfast, etc.), some remove the special characters.'
- Other:** ☐ Complete ☒ Incomplete. Text area. Instructions: 'Please list: Max 3000 Characters. Note: If you copy and paste text from other sources (such as Microsoft Word, Wordfast, etc.), some remove the special characters.'
- Application Complete:** ☐. Instructions: 'Please only check this box if the student has submitted all required documents and you application status after indicating that all required documents are complete.'
- Submit** button.

Step-by-step Instructions on **Reference Documents** page: [Processing Common Application Data](#)

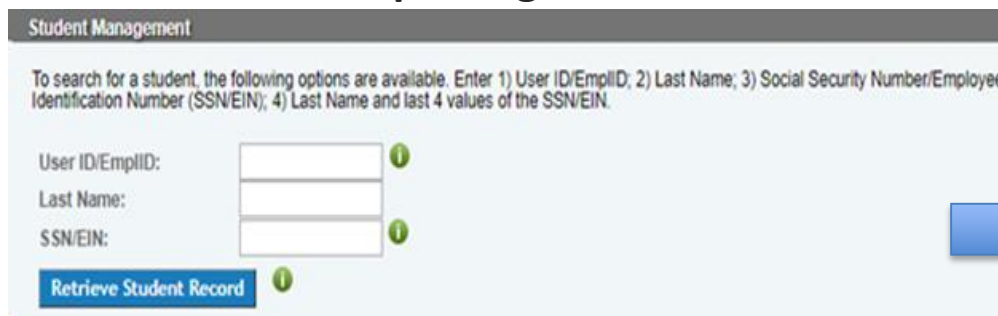
Graduation Reporting

To ensure that Soldiers do not take classes that are no longer advancing them toward their degree, schools must submit graduated reports any time a Soldier meets the following graduation criteria:

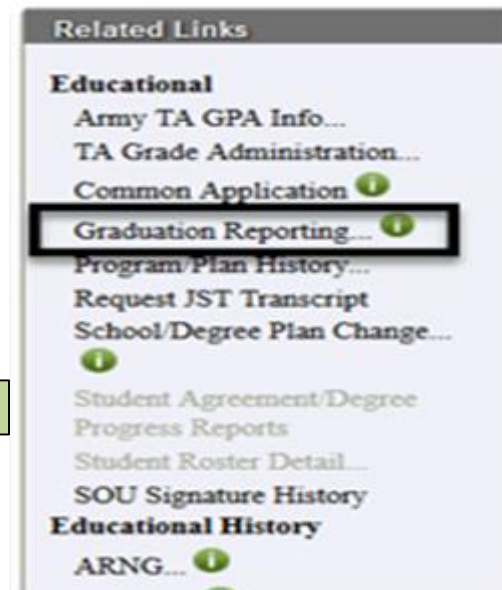
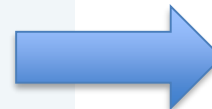
- Have completed all degree requirements
- If required by the school, submitted an approved application for graduation

*Users must have Course Administrator access to report graduations.

To report a graduation, retrieve the Student Record using **Student Management**. Then select the "**Graduation Reporting**" link.



The screenshot shows the 'Student Management' interface. It includes a search instruction: 'To search for a student, the following options are available. Enter 1) User ID/EmplID; 2) Last Name; 3) Social Security Number/Employee Identification Number (SSN/EIN); 4) Last Name and last 4 values of the SSN/EIN.' Below this are three input fields: 'User ID/EmplID:', 'Last Name:', and 'SSN/EIN:'. Each field has a green information icon to its right. At the bottom left is a blue button labeled 'Retrieve Student Record' with a green information icon to its right.



Step-by-step Instructions on **Reference Documents** page: [Web Graduation Reporting](#)

If your school is set up for graduation submission via Secure FTP, the technical specifications for the batch file can be found in the Document Repository: [Graduation Reporting](#)

Additional information

- Training and information on Credentialing in GoArmyEd
- Degree Map revision cycle- 1 Oct-31 December, published 1 Jan 19
 - Must adhere to deadlines set by Liaison, no exception
- -Tuition Assistance Caps on usage

Tuition Assistance Rates/Fees

The Department of Defense (DoD) has directed a uniform per semester hour cap of \$250 for tuition assistance (TA) and an annual ceiling of \$4,500. The Services are authorized to establish Service specific eligibility criteria to manage TA funds. The Army will pay 100 percent of tuition costs up to the DoD semester hour cap of \$250 per semester hour cap for up to 16 semester hours of TA funded courses per fiscal year. School fee charges of any type are no longer eligible for funding with TA.

Current Army policy limits TA to 130 semester hours of undergraduate credit or baccalaureate 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 baccalaureate degree.

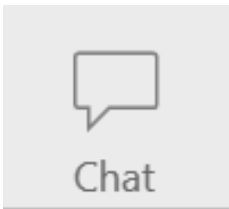
Submitted Questions from Schools

Recently we have had an increase in the number of students that 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 has to upload a new one. If the student had a Course Planner, the Student Agreement has to 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.

Open Questions

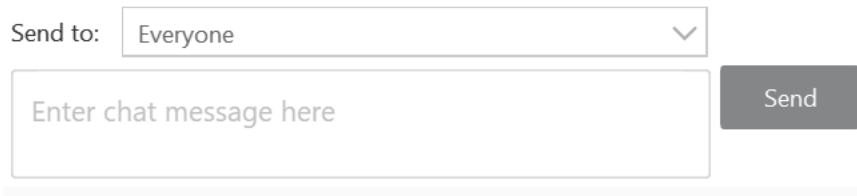
Use the WebEx Chat panel to submit your questions.

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, there is a "Send to:" label followed by a dropdown menu currently showing "Everyone" with 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 gray button labeled "Send".

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 **November 2018**.