

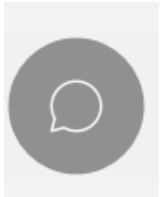
# Webinar Information

## Welcome to the November 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 bottom 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**

**27 November 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
- **Derek Jackson**, Tuition Assistance Policy Program Manager, 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
- **Amy Moorash**, Chief, HQ IMCOM ACES
- **Ken Hardy**, Chief, Education Services Branch, National Guard

# GoArmyEd Introductions

## IBM Team

- **Christina Milne**, Customer Relations Lead
- **Bethany Moore**, Customer Relations Analyst
- **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](http://www.goSOCed.org)

Contact Phone number: 1-800-892-7205 x3

# HQ ACES Information

- **Welcome** – Dr. Pamela Raymer, Chief HRC ACES
- **GoArmyEd Team**
  - Current Deployment of Soldiers to the Border
  - New TA Policy
    - All enrollments to be done through GoArmyEd, including self-pay
    - School must process grades or reject student funded as appropriate
    - Do not charge Soldiers for payment when TA is approved
  - Auto-enrollment not Permitted
  - GPC Payments: Visa now Mastercard



# GoArmyEd Information

## Current Deployment of Soldiers

- Military Withdraws need to process through Education Center

## New Tuition Assistance (TA) Policy follow up

- Soldiers must enroll in ALL classes in GoArmyEd - including self-pay – for classes to count towards TA GPA.
- Schools must post grades or process rejections for ALL classes – both TA-funded and student-funded.
- Do NOT charge Soldiers or place holds on school accounts when TA has been approved.

# Auto-enrollment is Not Permitted

- Schools are prohibited from using Auto-enrollment practices
- All practices of auto-enrollment for Soldiers at your institution must cease
- Soldiers should enroll each term

DOD MOU reference-[www.dodmou.com](http://www.dodmou.com)

DODI 1322.25

P. 36 item K

K. Refrain from automatic program renewals, bundling courses or enrollments. The student and Military Service must approve each course enrollment before the start date of the class.



# Changes to GPC Contract

- US Bank has been awarded a new SmartPay3 Government Purchase Card (GPC) contract that goes into effect Friday, 30 November 2018. With the start of this new contract, all current GPC Visa accounts will be closed and new GPC Master Card accounts opened. All approved invoices for payment must be charged to the VISA GPC by 23 November 2018. After 23 November all remaining Invoices will be processed manually and it could take up to 60 days before payments are deposited to the School's bank account.
- To ensure no disruption in payments, all schools must accept Mastercard by Friday, 30 November 2018. If your institution does not currently accept MasterCard, simply contact your acquirer for a merchant account application or go to <https://www.mastercard.us/en-us/merchants.html>. As a reminder, in accordance with Federal Acquisition Regulation (FAR) 13, the Government purchase card is the preferred method of payment for Army tuition assistance (TA). Any other method of payment will not be approved.
- Please send questions about this change to ATTN: Finance Team at [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil).



# IBM Information

- **Keep Your CAGE Code Up-to-Date**
- **Enhancements**
- **School Logo Reminder**
- **Graduation Reporting**
- **PII Reminder**

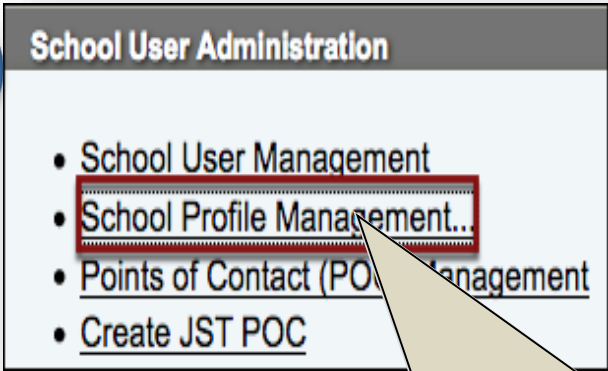


# Keep Your CAGE Code Up-to-Date

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](http://www.SAM.gov) (Your payment will be delayed if your CAGE Code expires prior to the final invoice/DFAS payment process)

**1**

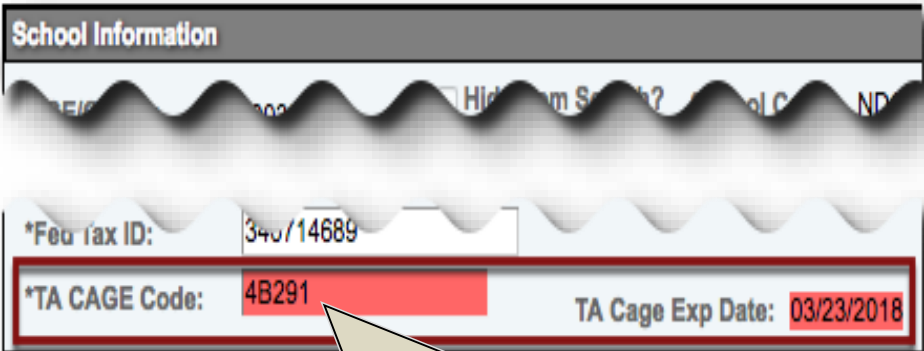


School User Administration

- 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.

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# 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

A screenshot of a Pulse Survey form. The first question is: '\* How satisfied were you with your latest experience using GoArmyEd and GoArmyEd support services?' with a scale from 0 (Not at all Satisfied) to 10 (Completely Satisfied). The second question is: '\* Which area led to your dissatisfaction?' with a dropdown menu showing 'Customer Service Related'. The third question is: '\* In which area of GoArmyEd Customer Service did you have an issue?' with a dropdown menu showing 'School'. The fourth question is: '\* How was your service unsatisfactory?' with a dropdown menu showing 'Case Handling - Information Not Helpful', 'Case Resolved But Took Too Long', 'Issue Not Resolved', and 'Other'. The fifth question is: '\* Your Comments' with a text area. A note at the bottom reads: 'Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters may not display properly. Please review the text that you have pasted and remove the special characters.'

# 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

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](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 Servicemembers 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.)

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# SOC Information

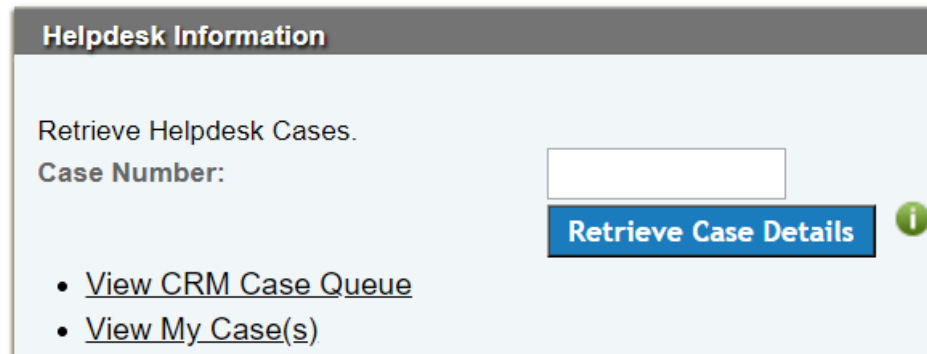
- **Late CRM Cases**
- **Late Grades**
- **Reactivating a Cancelled Class**
- **Correct Tuition Rates in GoArmyEd**





# Late CRM Cases

Schools should resolve CRM cases in their queue as soon as possible, and **no later than 30 days after the case open date.**



The screenshot shows a web interface titled "Helpdesk Information". It contains the text "Retrieve Helpdesk Cases." followed by a label "Case Number:" and an empty text input field. Below the input field is a blue button labeled "Retrieve Case Details" with a green information icon to its right. At the bottom of the interface, there are two bullet points: "• [View CRM Case Queue](#)" and "• [View My Case\(s\)](#)".

SOC contacts schools with overdue cases or those approaching 30 days open to notify them that these cases need to be resolved and closed.

## Common Issues that Delay Case Closure:

- Add Note instead of Close Case
- Case remains in Unassigned queue

# Late Grades

Grades must be posted **within 14 days of the class end date**. Soldiers are placed on a No Grade Hold if a grade has been missing for 45 days.

SOC contacts schools when grades have not been posted after 14 days to prevent and resolve No Grade Holds.

Schools can view a list of missing grades in the SFTP Outgoing/Reports.

**LOI schools have two options for posting grades:**

1. Web Grading Tool
2. SFTP upload

# Reactivating a Cancelled Class

If a class is accidentally cancelled, the school has the ability to reactivate the class instead of adding a new class section.

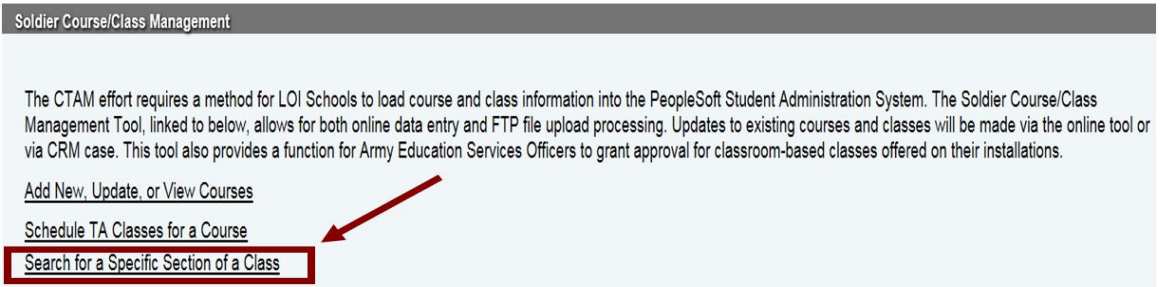
Select the **“Soldier Course/Class Management”** link from School Resources menu.

Select the **“Search for a Specific Section of a Class”** link to search for the specific class.



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 Refund 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](#)
- [Registrations Rejections](#)
- [Registration Rejection Exceptions](#)
- [Registration Report](#)
- [Responsibility Matrix\(GoArmyEd\)](#)
- [SF 182 Grading Queue](#) 
- [Soldier Course/Class Management](#)  
- [Soldier TA Invoice...](#) 
- [TA Invoice History](#)
- [Test Center Contact Information](#)




Soldier Course/Class Management

The CTAM effort requires a method for LOI Schools to load course and class information into the PeopleSoft Student Administration System. The Soldier Course/Class Management Tool, linked to below, allows for both online data entry and FTP file upload processing. Updates to existing courses and classes will be made via the online tool or via CRM case. This tool also provides a function for Army Education Services Officers to grant approval for classroom-based classes offered on their installations.

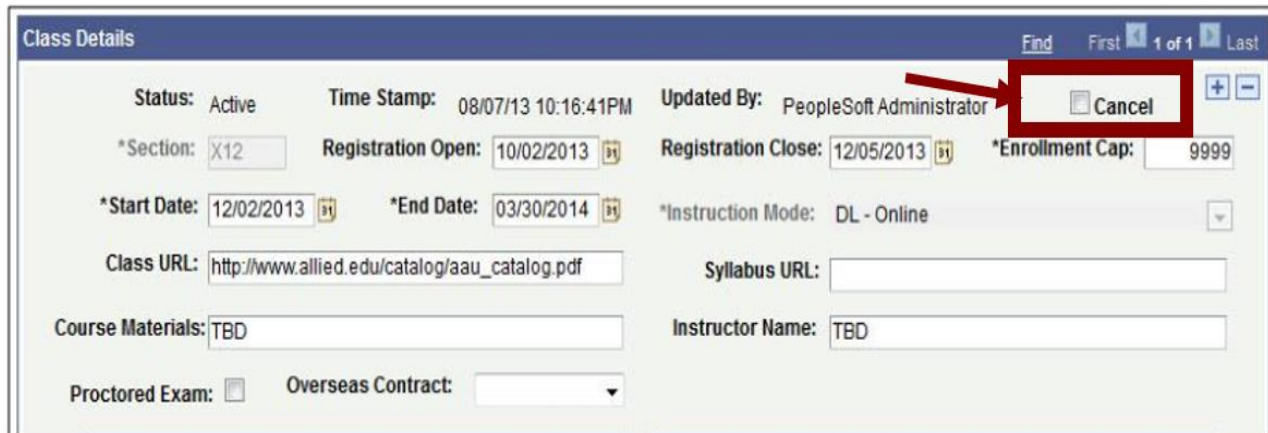
[Add New, Update, or View Courses](#)

[Schedule TA Classes for a Course](#)

[Search for a Specific Section of a Class](#) 

# Reactivating a Cancelled Class (continued)

Once the class appears, uncheck the “Cancel” box.

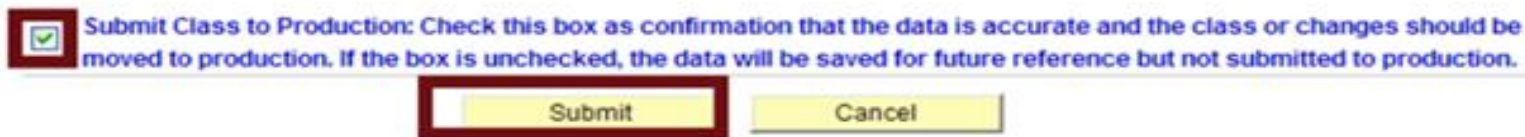


The screenshot shows the 'Class Details' form with the following fields and values:

- Status: Active
- Time Stamp: 08/07/13 10:16:41PM
- Updated By: PeopleSoft Administrator
- \*Section: X12
- Registration Open: 10/02/2013
- Registration Close: 12/05/2013
- \*Enrollment Cap: 9999
- \*Start Date: 12/02/2013
- \*End Date: 03/30/2014
- \*Instruction Mode: DL - Online
- Class URL: http://www.allied.edu/catalog/aaucatalog.pdf
- Syllabus URL: (empty)
- Course Materials: TBD
- Instructor Name: TBD
- Proctored Exam:
- Overseas Contract: (dropdown menu)

The 'Cancel' checkbox is highlighted with a red box, and a red arrow points to it from the right.

To submit your changes, check the “Submit Class to Production” checkbox and select the “Submit” button.



The screenshot shows the 'Submit Class to Production' checkbox checked. Below the checkbox is a yellow 'Submit' button and a yellow 'Cancel' button. The 'Submit' button is highlighted with a red box.

Submit Class to Production: Check this box as confirmation that the data is accurate and the class or changes should be moved to production. If the box is unchecked, the data will be saved for future reference but not submitted to production.

**NOTE:** When you cancel a class, the existing enrollments are rejected automatically. You will need to contact the Soldiers and advise them to re-enroll in the class through GoArmyEd after you reactivate the class. If a class is accidentally cancelled after the class start date, open a CRM case to request to have the Soldiers enrolled back into the class.

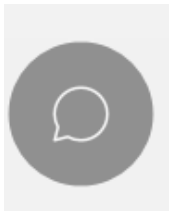
# Correct Tuition Rates in GoArmyEd

- GoArmyEd has seen an increase in tuition not being correct.
- Please verify all tuition rates are correct in GoArmyEd.
- GoArmyEd will **ONLY** pay for tuition. No FEES.

# Open Questions


Use the WebEx Chat panel to submit your questions.

## To open the Chat panel:



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

## To ask a question:

Send to:  

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 **February 2019**.

