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

GoArmyEd Non-LOI School Call

23 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

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Call Access Information

Wednesday, 23 May 2018
1:00 PM to 2:30 PM eastern time

Dial-In – <u>1-888-989-4345</u>
Participant passcode: 3480289

Please Note: There are 250 phone lines available (first come – first serve). If you are unable to dial in, a replay of the call will be available approximately 1 hour after the call ends.

Replay 1-800-860-4707
Passcode: 68297
(Playback available until 22 June 2018)

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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

- **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
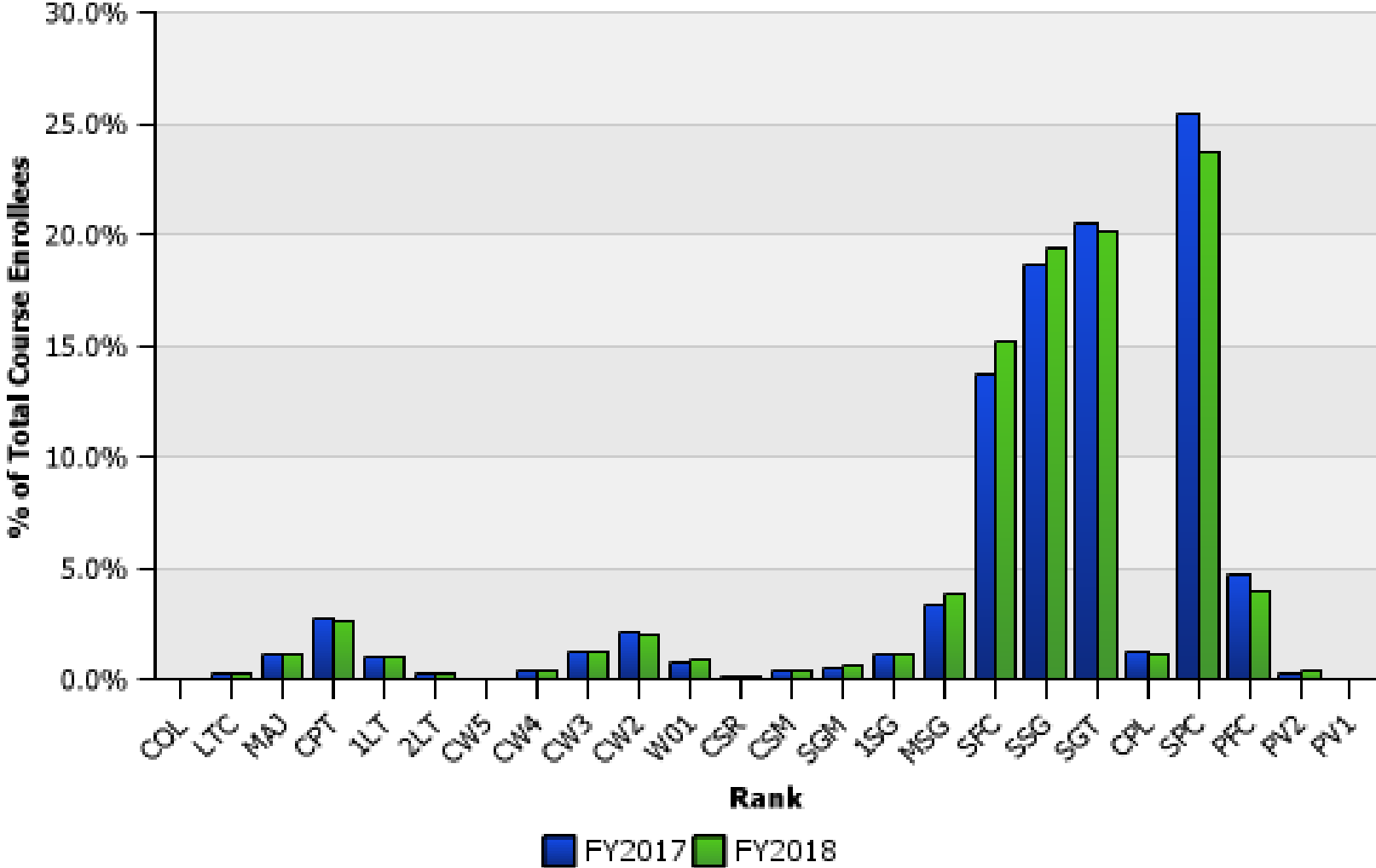
Webpage: www.goSOCed.org

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

- **GoArmyEd Team-**Mr. Ron Ortiz, Mr. Russ Mott,
    - Update

- **Policy Programs and Incentives-**Mr. Gary Remington, Mr. Mark Mazarella
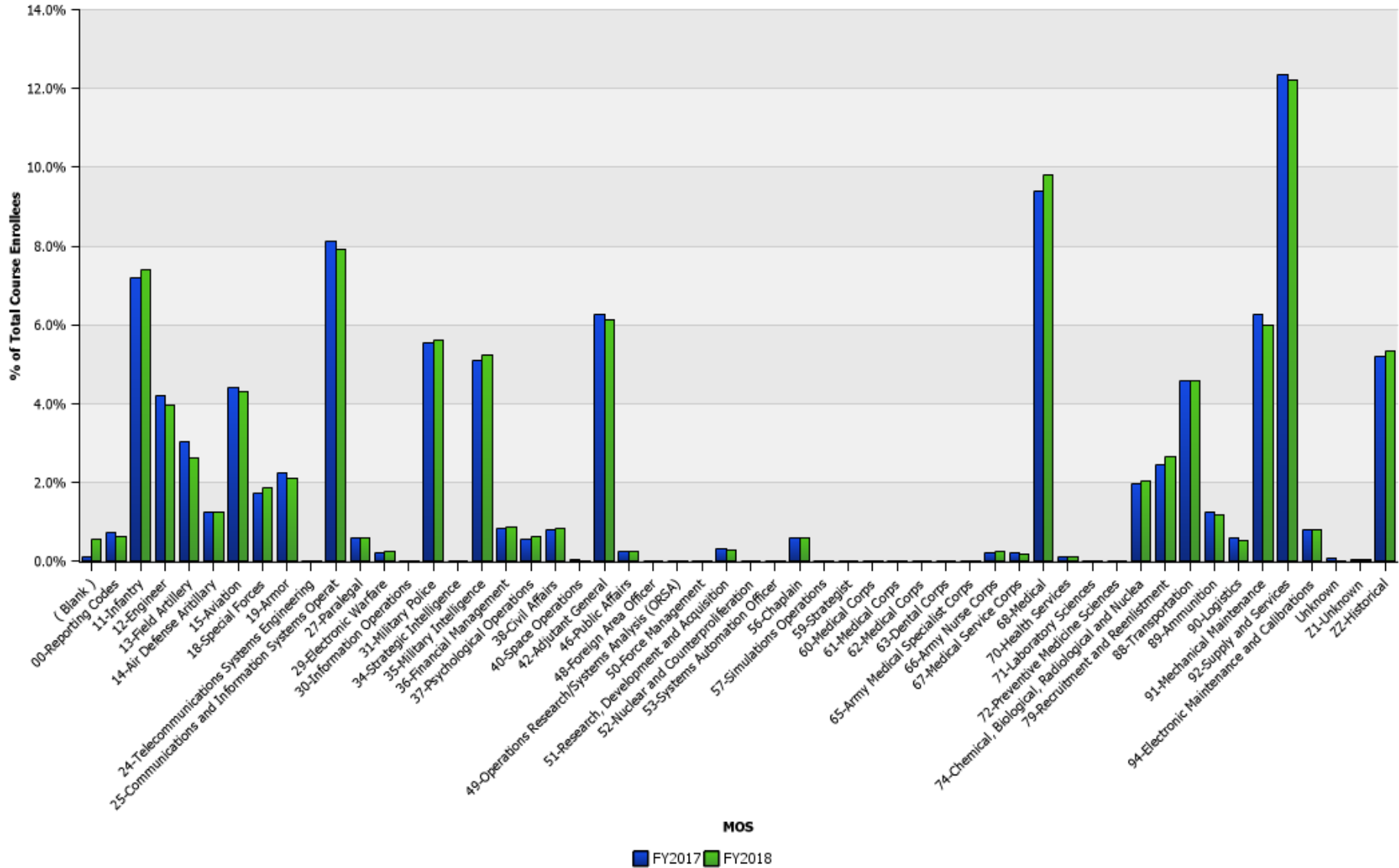
- **GoArmyEd Analysis-**Ms. Ela Karczewska

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Soldiers Enrolled in College Classes, by Rank

% of Course Enrollees by Rank

Legend: FY2017 (blue), FY2018 (green)

X-axis (Rank): COL, LTC, MAJ, CPT, 1LT, 2LT, CW5, CW4, CW3, CW2, WO1, CSR, CSM, SGM, 1SG, MSG, SFC, SSG, SGT, CPL, SPC, PFC, PV2, PV1

Y-axis: % of Total Course Enrollees (0.0% – 30.0%)

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?

Answers
- Online courses
- Blended (classes that combine classroom and online opportunities)
- Classroom courses
- Other
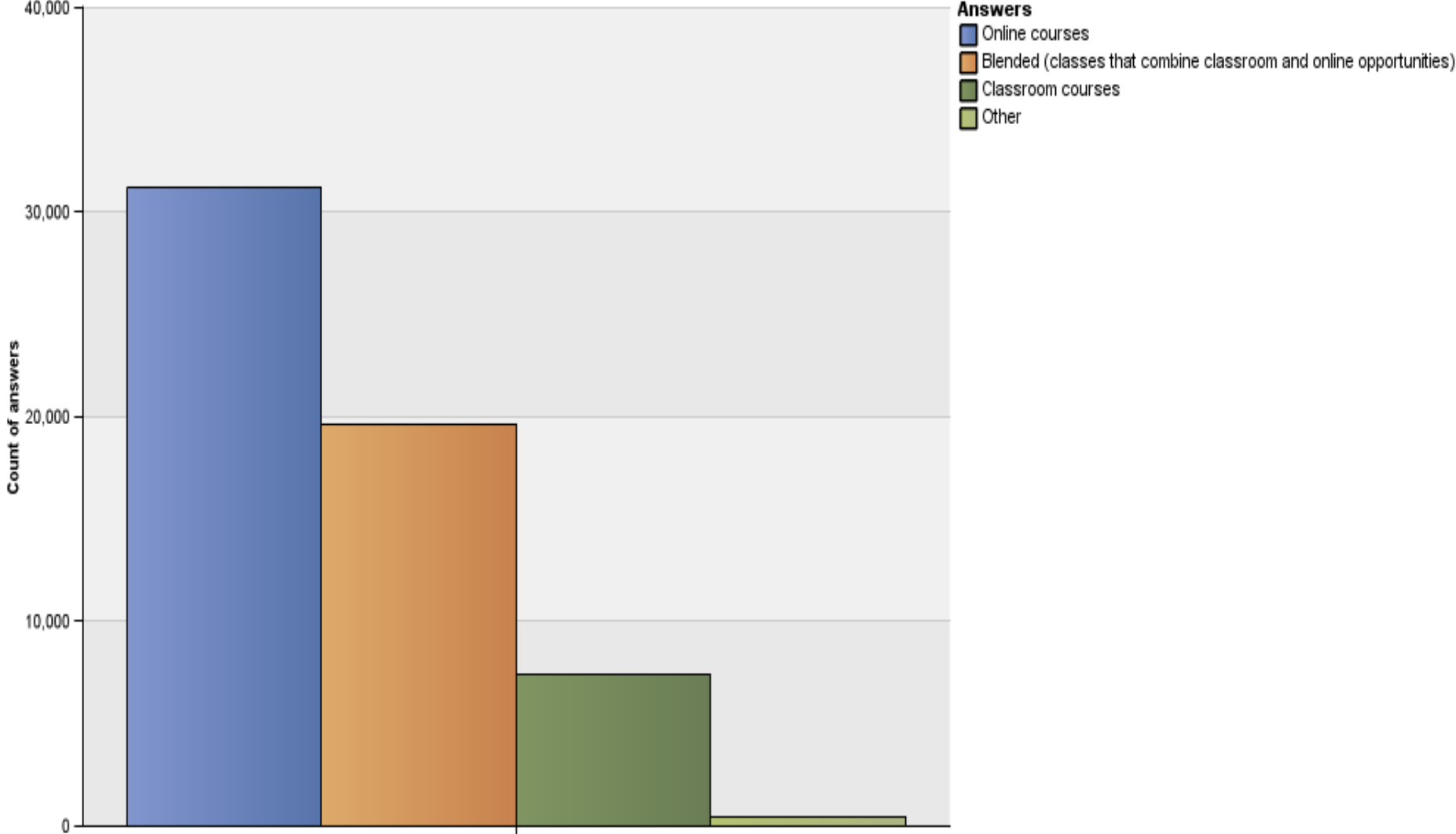
Education Needs Assessment Survey Report

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

Answers
- Enhance future civilian employment choices
- To earn a college degree
- Self-improvement
- Improve my promotion potential
- Improve my duty performance
- Other
- Not interested in college courses at this time
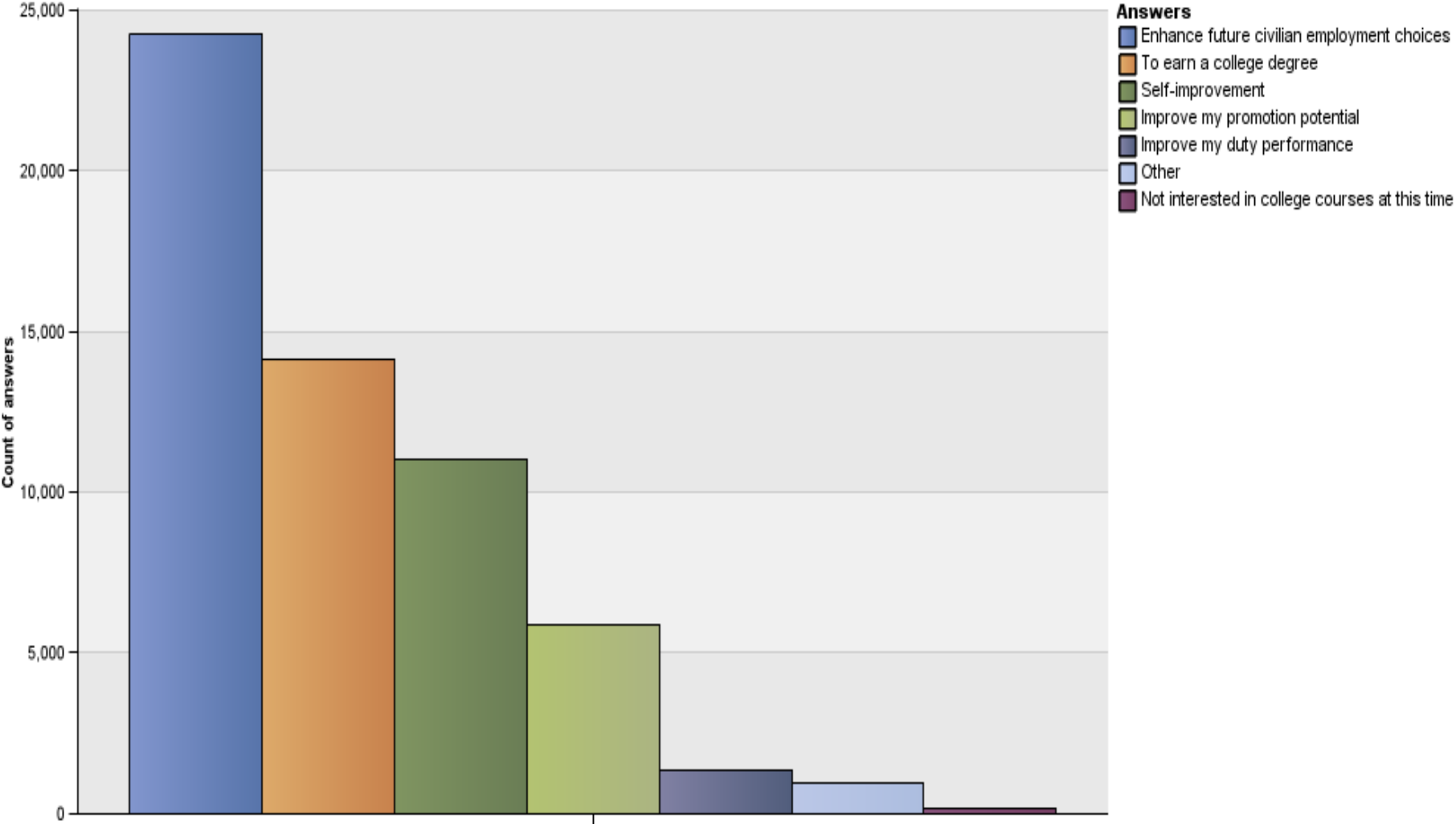
IBM Information

- **Recent Updates in GoArmyEd**

- **Upcoming Enhancements in GoArmyEd**

- **Grades**

- **Common Access Card (CAC)**

- **Incorrect School Address**

- **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

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

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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.

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.

- Your school's designated Course Administrator user(s) can report grades by selecting the "Manage Soldier Grades" link located in the School Resources section of the GoArmyEd homepage. If the user did not complete the class and no costs are due, please reject the class in GoArmyEd.

- School User with Course Administrator role: Select the "Manage Soldier Grades" link in the School Resources section to enter or change grades.

School Resources

- Army Civilian Course/Class Management
- Army Civilian Invoice...
- Army Civilian Invoice History...
- Class Search...
- Degree Program Management...
- Degree Program Upload...
- DoD Refund Report...
- HQDA G-3/5/7 GPC Information...
- HQDA G-3/5/7 Terms and Agreement
- Manage Soldier Grades...
- Manage SF 182...
- Reference Documents
- Refund Previously Approved TA Invoice
- Registration Report
- SF 182 Grading Queue...
- Management

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.

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.

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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

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.

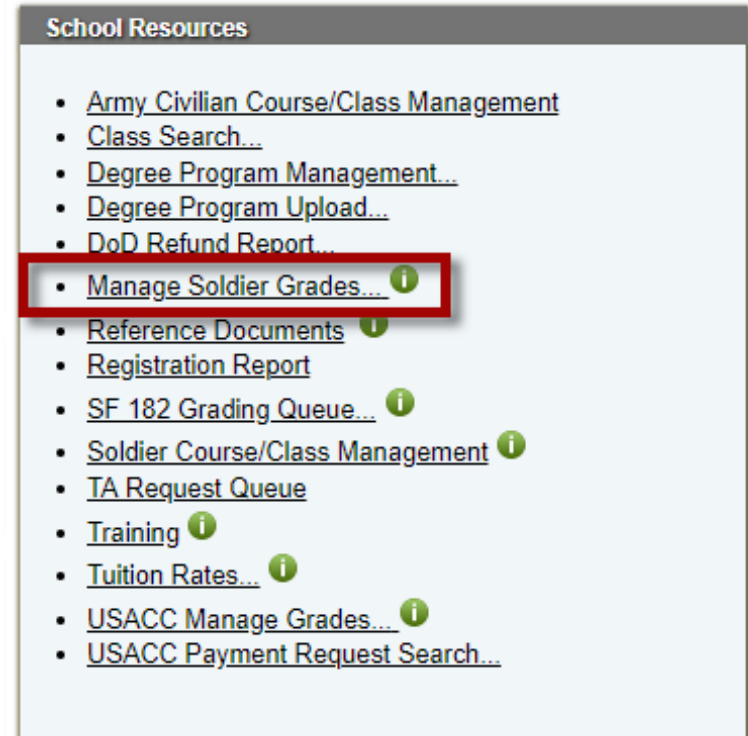https://www.goarmyed.com/docs/pdf/239_QR_POCs_School_Logo_Upload.pdf

SOC Information

- **Outstanding/Missing/Late Grades – Susan Wolozyn**
- **TA Reduction Reason/Rejecting Enrollment – Brianna Tringale**
- **Tuition Rates – Patricia Taylor**

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Outstanding/Missing/Late Grades

- Due within 14 days after class end date
  - After 45 days, student account placed on a No Grade hold
- Unsubmitted grades on Manage Grades list must be resolved (grade submission or class rejection)
- Student dropped with school – TA Request must be rejected
  - Student-funded
  - Never enrolled
  - Drop without costs
- Not Yet Invoiced

School Resources

- Army Civilian Course/Class Management
- Class Search...
- Degree Program Management...
- Degree Program Upload...
- DoD Refund Report...
- Manage Soldier Grades... ℹ
- Reference Documents ℹ
- Registration Report
- SF 182 Grading Queue... ℹ
- Soldier Course/Class Management ℹ
- TA Request Queue
- Training ℹ
- Tuition Rates... ℹ
- USACC Manage Grades... ℹ
- USACC Payment Request Search...

Outstanding/Missing/Late Grades (continued)

Outstanding/Missing/Late Grades (continued)

School Resources

- Army Civilian Course/Class Management
- Class Search...
- Degree Program Management...
- Degree Program Upload...
- DoD Refund Report...
- Manage Soldier Grades... ⓘ
- Reference Documents ⓘ
- Registration Report
- SF 182 Grading Queue... ⓘ
- Soldier Course/Class Management ⓘ
- TA Request Queue
- Training ⓘ
- Tuition Rates... ⓘ
- USACC Manage Grades... ⓘ
- USACC Payment Request Search...

Request TA

Upon entering the class information below, press the "Submit" button to submit this data as an enrollment request. You will receive notification of approval or rejection of this request either via email or by returning to this page and viewing the Class Status. If you do not wish to submit this request, close the window without clicking the "Submit" button below.

Once approved, the "Print TA Request Form" button will become active allowing you to create a PDF request form. If you are unable to print the request form immediately after the PDF is created, you may click the "Save a Copy" button on the PDF to save this form. Please be advised: if you are using a shared computer, save the PDF to a disk to ensure privacy.

NOTE:
To drop this enrollment, update the Class Status to "Dropped" and click the "Submit" button.

To retrieve an existing request, click the "Return to Search" button at the bottom of the page. Please do NOT press the 'Back' button on your browser.

To generate a new TA request, click the "Add" button at the bottom of the page.

Student Information

Status: Guard   School Student ID: 230...

Pending   Pre-certifica...   Pre-certifica...

TA Request Status

*Class Status: Rejected
Reject Reason: Class not available/cancelled

Note: If there are additional comments please include them in the text box below.

[Submit]   [Print TA Form]

Grade Information

Enter an official grade. If entering a non-standard grade, please specify grade type. If rejecting a TA request, select a drop-down reason or enter free-form comments.
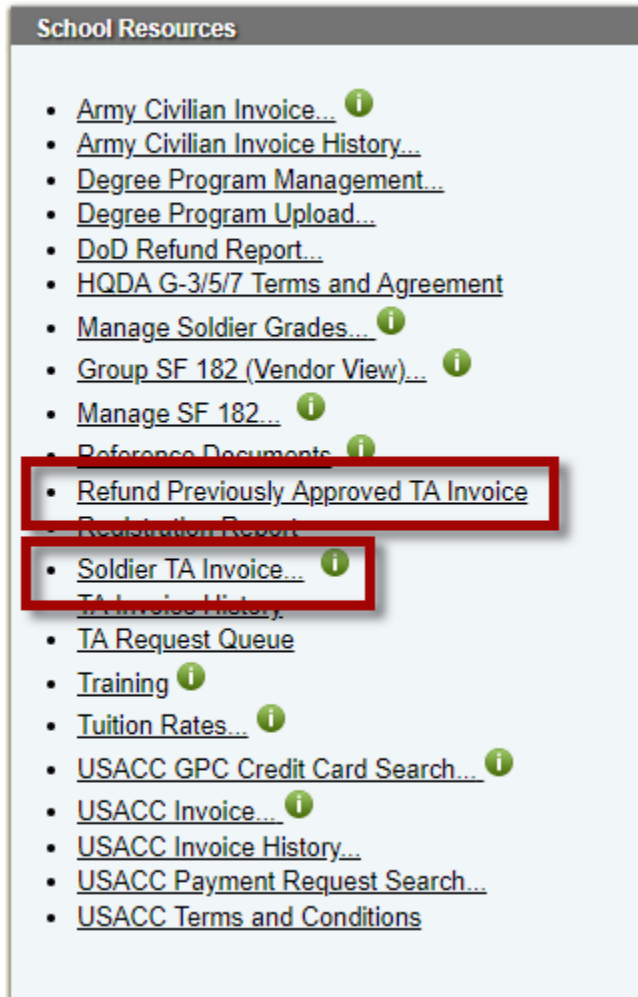
Official Grade: [   ]

Dates

...lated By   Installation/...   Phone

TA Request form

- Course Administrator access
- Post grade
- Reject TA Request

Outstanding/Missing/Late Grades (continued)

School Resources

- Army Civilian Invoice... ⓘ
- Army Civilian Invoice History...
- Degree Program Management...
- Degree Program Upload...
- DoD Refund Report...
- HQDA G-3/5/7 Terms and Agreement
- Manage Soldier Grades... ⓘ
- Group SF 182 (Vendor View)... ⓘ
- Manage SF 182... ⓘ
- Reference Documents... ⓘ
- Refund Previously Approved TA Invoice
- Registration Report
- Soldier TA Invoice... ⓘ
- TA Invoice History
- TA Request Queue
- Training ⓘ
- Tuition Rates... ⓘ
- USACC GPC Credit Card Search... ⓘ
- USACC Invoice... ⓘ
- USACC Invoice History...
- USACC Payment Request Search...
- USACC Terms and Conditions

Invoice Administrator access

- Rejection for class not yet invoiced

- Remove class from invoice – allows TA Request to be rejected

    - "**Save**" will remove line item immediately without submitting invoice

    - Reject TA Request

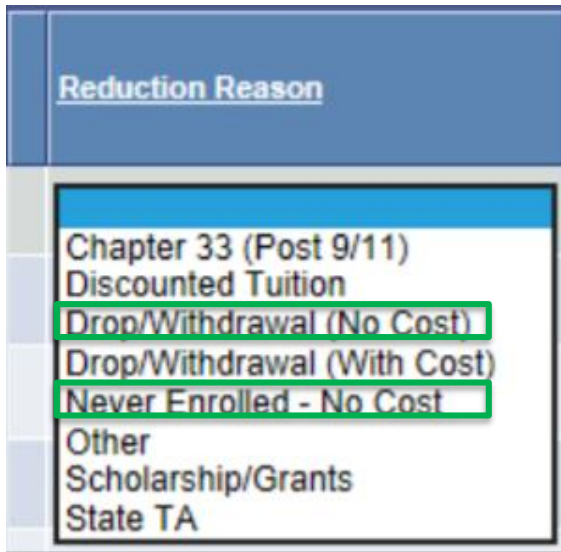- Refund previously approved invoice

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TA Reduction Reason – Rejecting Enrollments

If a Soldier dropped a TA-funded class at your school during the add/drop period, but did not drop the class in GoArmyEd, the enrollment will need to be rejected on the invoice to refund TA funds to the Army and remove No Grade holds.
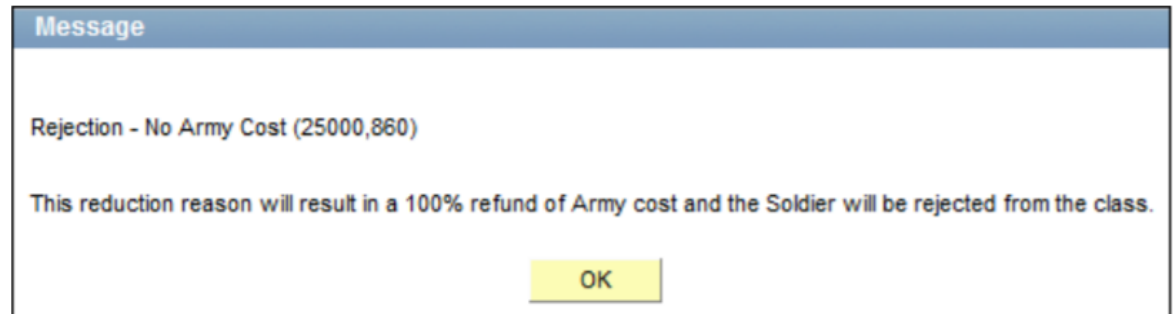
Rejecting an Enrollment

- Soldier did not incur any costs for dropping the class

- Full TA refund to Army

Select **"Drop/Withdrawal (No Cost)"** or **"Never Enrolled – No Cost"** to refund 100% of the TA funds to the Army and reject the Soldier's enrollment in the class.

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

Message

Rejection - No Army Cost (25000,860)

This reduction reason will result in a 100% refund of Army cost and the Soldier will be rejected from the class.

OK

Selecting ANY other reason WILL NOT reject a Soldier's class enrollment. For example, selecting "Other" and entering "Class Cancelled" will refund TA but WILL NOT reject the enrollment.
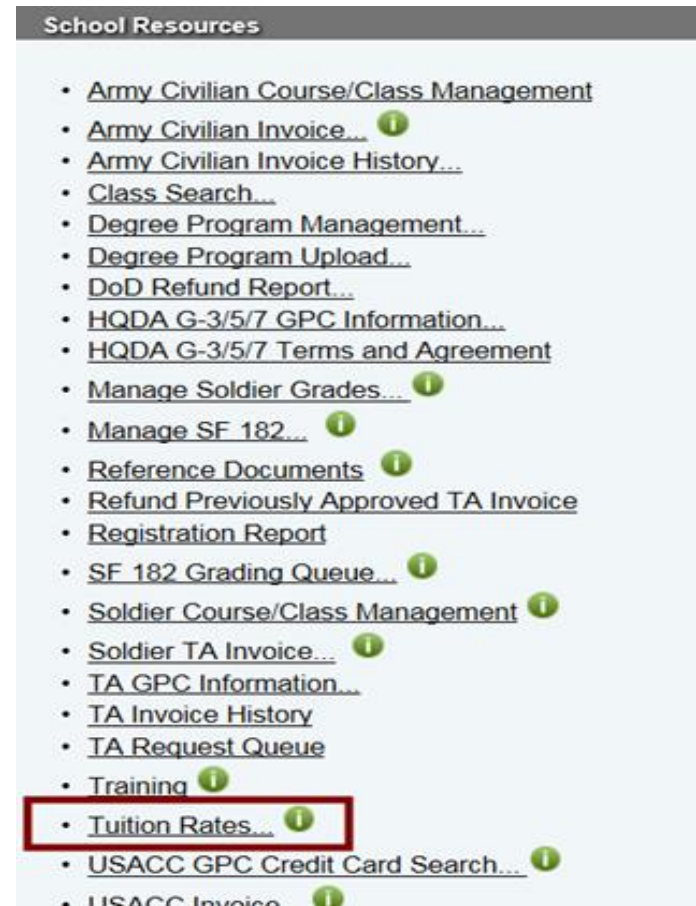
Tuition Rates

Schools can add tuition rates based on GoArmyEd standard course levels. Non-LOI schools must be approved by HQ ACES to upload Tuition Rates in GoArmyEd. Only HQ ACES approved tuition rates will be used in Non-LOI TA requests.

Currently Counselors must manually validate the tuition rates on every TA Request form submitted for Non-LOI schools by referencing the Soldier uploaded cost verification form. When a uniform rate is entered by the school, the TA request form will be automatically approved by GoArmyEd. This expedites the Soldier approvals to attend courses at your school and significantly reduces invoice error rates.

If your school is approved to upload tuition rates, select the **"Tuition Rates"** link located in the School Resources section.

School Resources

- Army Civilian Course/Class Management
- Army Civilian Invoice...
- Army Civilian Invoice History...
- Class Search...
- Degree Program Management...
- Degree Program Upload...
- DoD Refund Report...
- HQDA G-3/5/7 GPC Information...
- HQDA G-3/5/7 Terms and Agreement
- Manage Soldier Grades...
- Manage SF 182...
- Reference Documents
- Refund Previously Approved TA Invoice
- Registration Report
- SF 182 Grading Queue...
- Soldier Course/Class Management
- Soldier TA Invoice...
- TA GPC Information...
- TA Invoice History
- TA Request Queue
- Training
- Tuition Rates...
- USACC GPC Credit Card Search...
- USACC Invoice...

Tuition Rates (continued)

The **Manage Non-LOI Tuition Rates** page is used to manage Non-LOI school course level tuition rates. Non-LOI School Course Administrators and Invoice Administrators can enter the tuition rates and effective dates.

Non-LOI tuition rates are reviewed and approved by HQ ACES. Once approved, those rates will become active and available to be used on the TA Request.

The **Manage Non-LOI Tuition Rates** page displays:

- Pre-populated school code and name
- Residency indicator – from your school profile page
- Read-only grid containing the school's approved rates

Select the **"Add New Rates"** button to add a new course level rate.

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Tuition Rates (continued)

- After selecting the **"Add New Rate"** button, the Course Level Rates section will appear with your school user information.

- 1. Use the course level drop down to distinguish each course level that you enter

- 2. Enter the Effective Date

- 3. Enter the Unit Price

The "**Course Level Status**" field is used by HQ ACES to Approve or Reject the course level rate. If the course level rates have been approved, the rates will be locked and display only for all users.

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

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

Open Questions from Callers

At this time, we will open the line for questions.

Non-LOI School Call Reminders

- Slides and the recording of this call will be available to schools in the GoArmyEd Message Center as well as the SOC Knowledge Base.

- Replay Information for this call

  1-800-860-4707

  Passcode: 68297

  (Playback available until 23 June 2018)

- Next Non-LOI School call will be in **August 2018**

- **Non-LOI Newsletter will be sent in the next two weeks**