

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



GoArmyEd Non-LOI School Call

5 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

Call Access Information

Wednesday, 5 September 2018
1:00 PM to 2:30 PM eastern time

Dial-In – 1-888-989-4345
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 1-866-414-6065
Passcode: 90518
(Playback available until 5 October 2018)

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

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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**
 - Policy Reminders-Mr. Gary Remington
 - New TA Policy-Ms. Bree Charlot
 - New Credential Assistance Policy-Ms. Sophia Sweeney

HQ ACES-Finance

- 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.

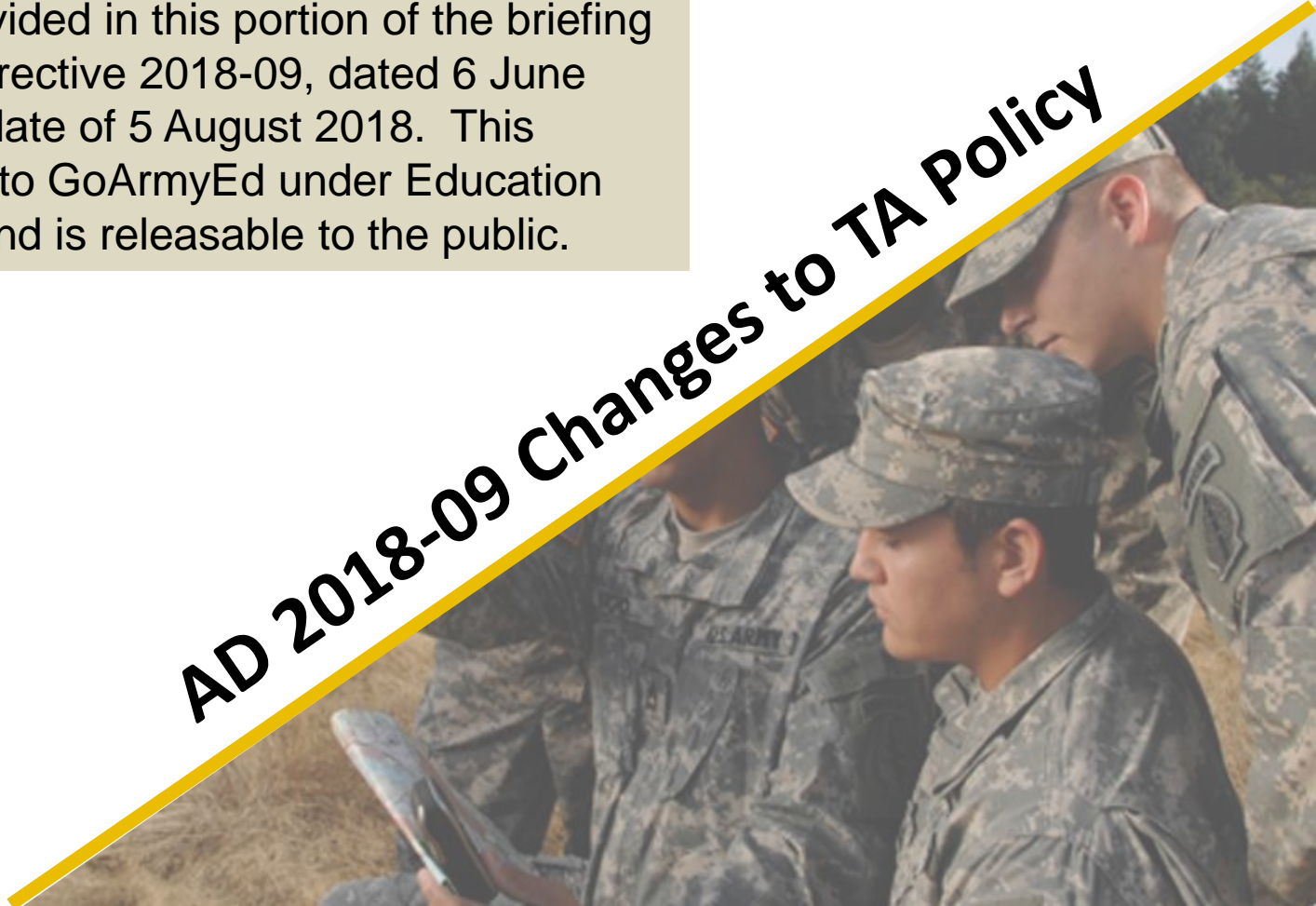
- FY18 enrollments for Soldiers will end on 14 September 11:59 PM EST for classes with a start date of 30 September or earlier. Counselors/CE's will have until 25 September to approve all FY18 enrollments.

Policy Programs and Incentives

- 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

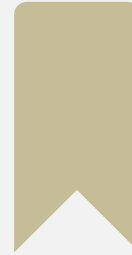




In December 2013 DoD and the Army implemented several changes to voluntary education and TA policy. Among these, the Army implemented the following changes:



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.

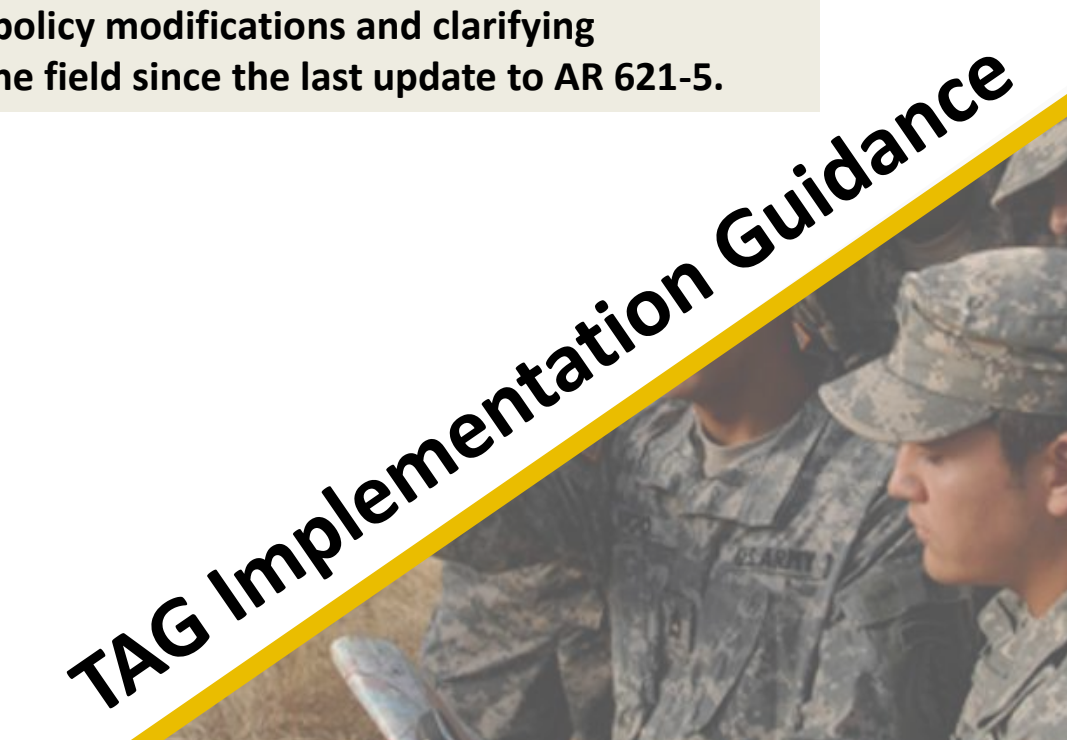


Education Counselors may defer or remove MEL holds per current GoArmyEd business rules, based on data reported to GoArmyEd.



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

A photograph of three soldiers in camouflage uniforms. One soldier in the foreground is holding a tablet and looking at it. Two other soldiers are behind him, also looking at the tablet. The background is a blurred outdoor setting.

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 EIs 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.

TAG Implementation Guidance (cont.)



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.

TAG Implementation Guidance (cont.)



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, AECF, 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



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

IBM Information

- **Keep Your CAGE Code Up-to-Date**
- **Credentialing**
- **Drop-Down Degree Plan (DDDP) – Course Planner**
- **Enhancements**
- **School Logo Reminder**
- **Graduation Reporting**
- **PII Reminder**

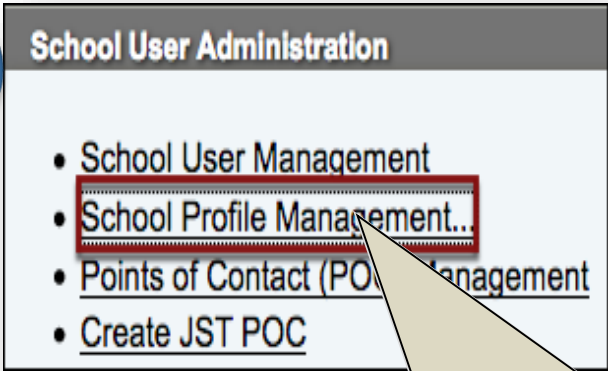


Keep Your CAGE Code Up-to-Date

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 (Your payment will be delayed if your CAGE Code expires prior to the final invoice/DFAS payment process)

1

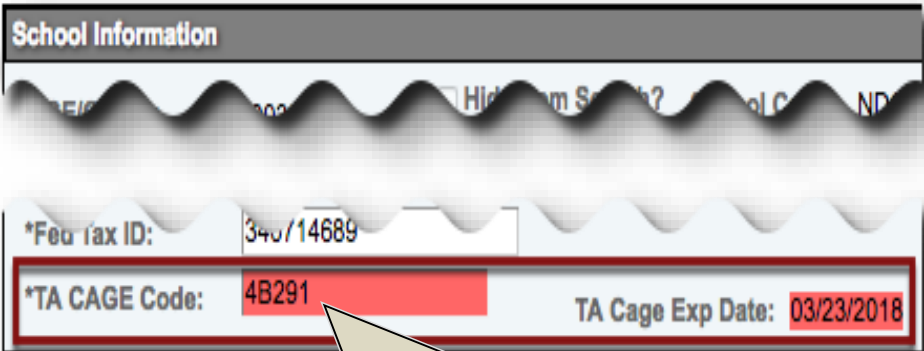


School User Administration

- 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**

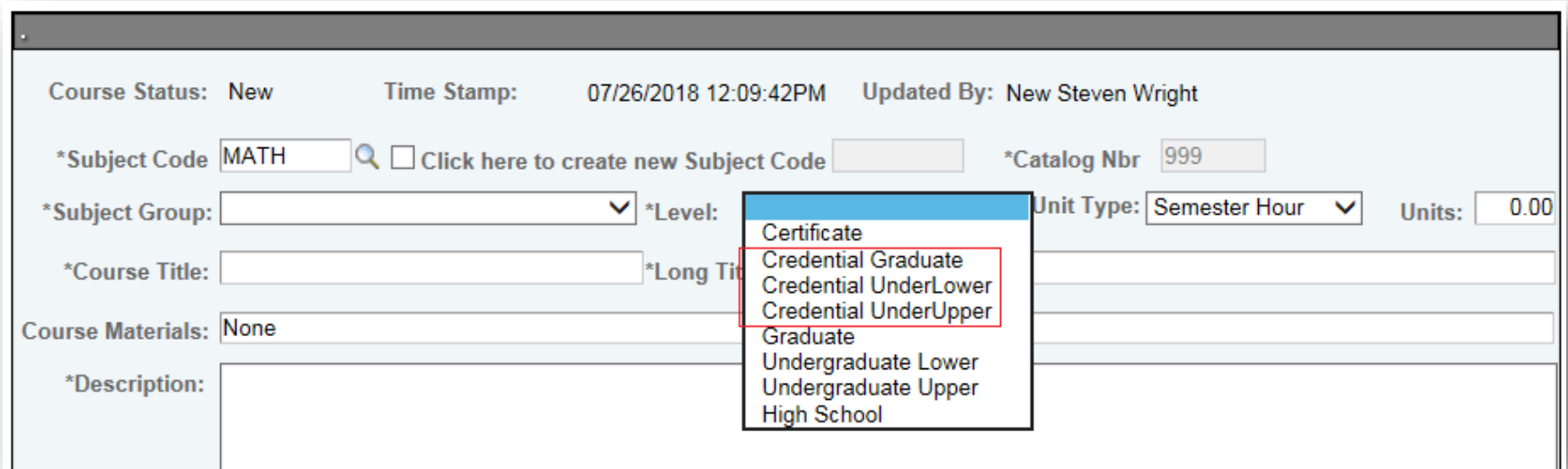
View your CAGE Code expiration date at the bottom of the **School Information** section.

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

Credentialing

Non-LOI School

- Upload courses with new course level (PS page – example below)
- Upload courses with the “Course/Class File Upload” page



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'). A dropdown menu for '*Subject Group' is open, showing a list of course levels: Certificate, Credential Graduate, Credential UnderLower, Credential UnderUpper, Graduate, Undergraduate Lower, Undergraduate Upper, and High School. The 'Credential UnderLower' and 'Credential UnderUpper' options are highlighted with a red box. To the right of the dropdown, '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'.

Drop-Down Degree Plan (DDDP) – Course Planner

- DDDP: Enrollment in a course that is uploaded by the school
- Class Level comes from the school's upload and cannot be changed in course planner or TA Request page

Approved	✓	University of Massachusetts - Dartmouth	WELD	1215		Credential for welding	Credential UnderUpper
Approved	✓	University of Massachusetts - Dartmouth	GMAT	1215		Book for Masters Accredation	Credential Graduate
Approved	✓	University of Massachusetts - Dartmouth	TUTR	1215		How to mentor	Credential UnderLower

Class Cost

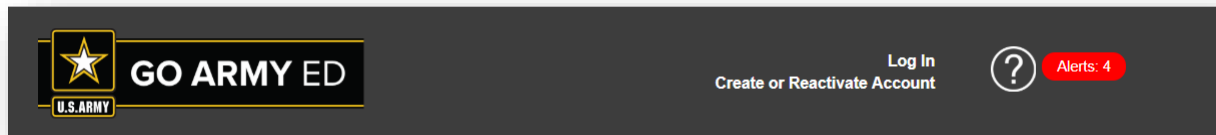
Select the Unit Type your school uses (semester hours, quarter hours, or clock hours). Enter Unit and Unit Cost and select the calculate cost button. To view the calculation formula select the "i".

Unit Type	Unit	Unit Cost	i	SH	SH Cost	Residency Status
Semester Hour	3.00	\$50.00		3.00	\$50.00	No Residency
*Class Level	Credential UnderLower					Additional Soldier Fees \$0.00
Total Class Cost	Original Army Cost	Original Soldier Cost		<input type="button" value="Calculate Cost"/>		
\$150.00	\$150.00	\$0.00				
<input type="checkbox"/> I intend to use State/Outside Funding	i		<input type="checkbox"/> I choose not to use TA and to Self Pay ALL costs for this class.		i <input type="checkbox"/> Self Pay to TA	
<input type="checkbox"/> I intend to use Chapter 33 (Post 9/11)						

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 included. 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

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

- **Primary Point of Contact (PPOC) Training Recording**
- **Graduation Reporting**
- **Generating Your School's List of Degrees in the Degree Program Management (DPM) Tool**
- **Refunding a Previously Approved Invoice**
- **GoArmyEd Process and Policy Reminders**



Primary Point of Contact (PPOC) Training Recording

In July, SOC presented the NON LOI PPOC Training:

The slide deck and the recording of the training are provided at the below link. The Question and Answer transcript from all sessions is also available with the same link.

<http://supportsystem.livehelpnow.net/article/23351/96985>

Or you can access the training at

www.goSOCed.org

Select **Get Help** (top of the page) >
Search the Knowledge Base

The screenshot shows the goSOCed.org website interface. At the top, it says "SERVICEMEMBERS OPPORTUNITY COLLEGES" and "Serving the Voluntary Education Needs of the Military Services". Below this is a navigation bar with "Support Center > Knowledge base > Article: Where can I find the recording, slides, and Q&A from the July 2018 SOC GoArmyEd Non-LOI School Primary POC Training?". On the left side, there is a "Search" section with a "Search by Keyword" input field, a "-- All Categories --" dropdown, and a "Search" button. Below the search section is a "Support center" section with a link to "Knowledge base" and a "Support links" section with a link to "SOC". The main content area displays the article title "Where can I find the recording, slides, and Q&A from the July 2018 SOC GoArmyEd Non-LOI School Primary POC Training?" with "Article ID: 96985". Under the "Question" section, it repeats the article title. Under the "Answer" section, it provides instructions on how to access the recordings and links to the webinar recording, slide presentation, and Q&A transcript.



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.

Student Management

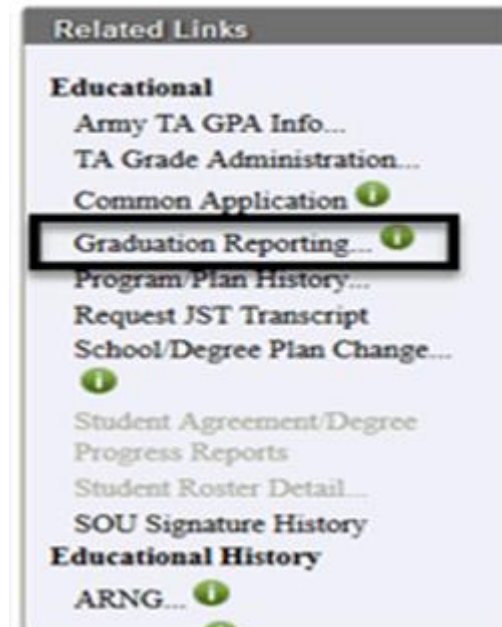
To search for a student, the following options are available. Enter 1) User ID/EmpID; 2) Last Name; 3) Social Security Number/Employee Identification Number (SSN/EIN); 4) Last Name and last 4 values of the SSN/EIN.

User ID/EmpID:

Last Name:

SSN/EIN:

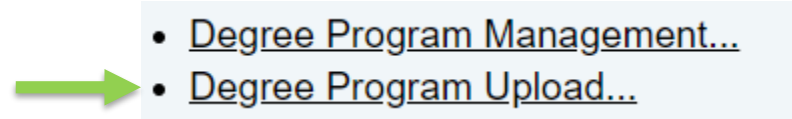
[Retrieve Student Record](#)



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

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.



Select the **“Add a New Value”** tab, and click **“Add”**.

Degree Program Upload



School: 

Filename: NEW

File Type: Degree File

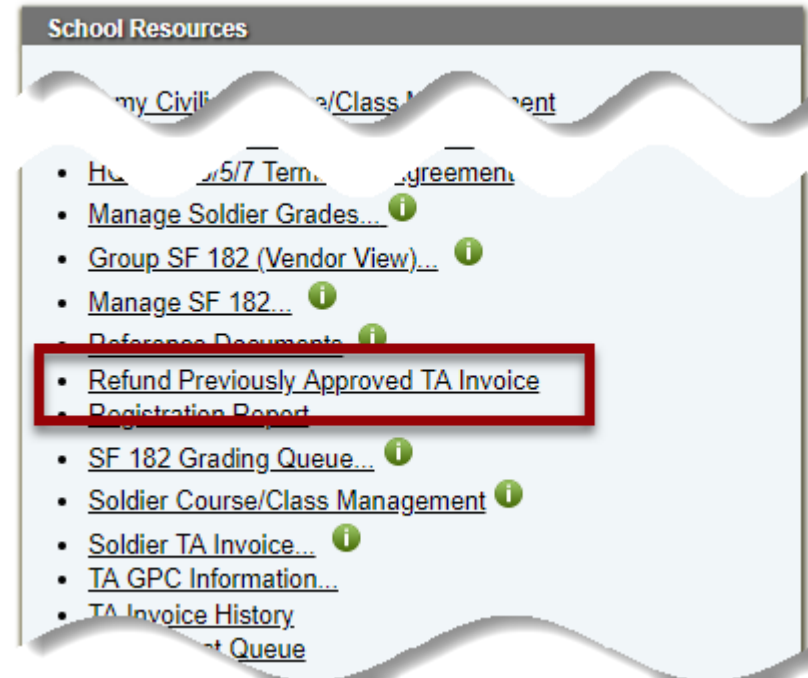


Refund Previously Approved TA Invoice

- 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	04/20/2018	Invoice Approved Date	05/02/2018
School	Total Count	162	Amount Total	\$120,100.05

Student/Class Information				
EmplID	First Name	Last Name	Last 4 SSN	
Subject	C	Catalog Number	182	
Control Number				
Term	0690	School SDN	Class Description	Introduction to IT
Start Date	03/01/2018	End Date	08/31/2018	Drop Date

Previously Invoiced Cost Information						
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost	Final Soldier Cost
\$265.83	4.00	\$0.00	\$0.00	\$1,063.32	\$1,000.00	\$63.32
Reduction Amount	Reduction Reason		Reduction Reason Other		<input type="checkbox"/> Soldier Intends to Use Chapter 33 (Post 9/11) <input checked="" type="checkbox"/> Soldier Intends to Use State/Outside Funding	
\$0.00						

Refund Army Cost				
Current Army Cost	Current Soldier Cost	Total Class Cost	Details	
\$1,000.00	\$63.32	\$1,063.32		
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

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	04/20/2018	Invoice Approved Date	05/02/2018		
School	Total Count	162	Amount Total	\$120,100.05		

Student/Class Information			
EmplID	First Name	Last Name	Last 4 SSN
Subject	C	Catalog Number	182
Control Number			
Term	0690	School SDN	Class Description
Introduction to IT			
Start Date	03/01/2018	End Date	08/31/2018
Drop Date			

Previously Invoiced Cost Information						
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost	Final Soldier Cost
\$265.83	4.00	\$0.00	\$0.00	\$1,063.32	\$1,000.00	\$63.32
Reduction Amount	Reduction Reason		Reduction Reason Other		<input type="checkbox"/> Soldier Intends to Use Chapter 33 (Post 9/11) <input checked="" type="checkbox"/> Soldier Intends to Use State/Outside Funding	
\$0.00						

Refund Army Cost					
Current Army Cost	Current Soldier Cost	Total Class Cost	Details		
\$1,000.00	\$63.32	\$1,063.32			
Reduction Reason	Reduction Reason Other		Final Army Cost	Total Class Cost	
Never Enrolled - No Cost			\$0.00	\$0.00	
<input type="button" value="Submit"/>		<input type="button" value="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	04/20/2018	Invoice Approved Date	05/02/2018		
School	Total Count	162	Amount Total	\$120,100.05		

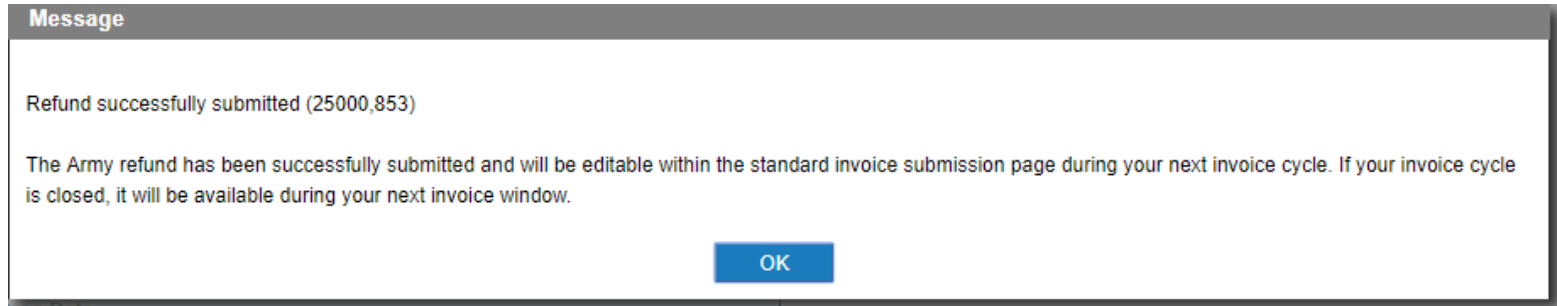
Student/Class Information			
EmplID	First Name	Last Name	Last 4 SSN
Subject	C	Catalog Number	182
Control Number			
Term	0690	School SDN	Class Description
Introduction to IT			
Start Date	03/01/2018	End Date	08/31/2018
Drop Date			

Previously Invoiced Cost Information						
SH Price	SH	TA Eligible Fee	Soldier Funded Fee	Total Class Cost	Final Army Cost	Final Soldier Cost
\$265.83	4.00	\$0.00	\$0.00	\$1,063.32	\$1,000.00	\$63.32
Reduction Amount	Reduction Reason		Reduction Reason Other		<input type="checkbox"/> Soldier Intends to Use Chapter 33 (Post 9/11) <input checked="" type="checkbox"/> Soldier Intends to Use State/Outside Funding	
\$0.00						

Refund Army Cost					
Current Army Cost	Current Soldier Cost	Total Class Cost	Details		
\$1,000.00	\$63.32	\$1,063.32			
Reduction Reason	Reduction Reason Other		Reduce Army Cost	Final Army Cost	Total Class Cost
Drop/Withdrawal (With Cost)			\$265.83	\$734.17	\$797.49
<input type="button" value="Submit"/>		<input type="button" value="Cancel"/>			

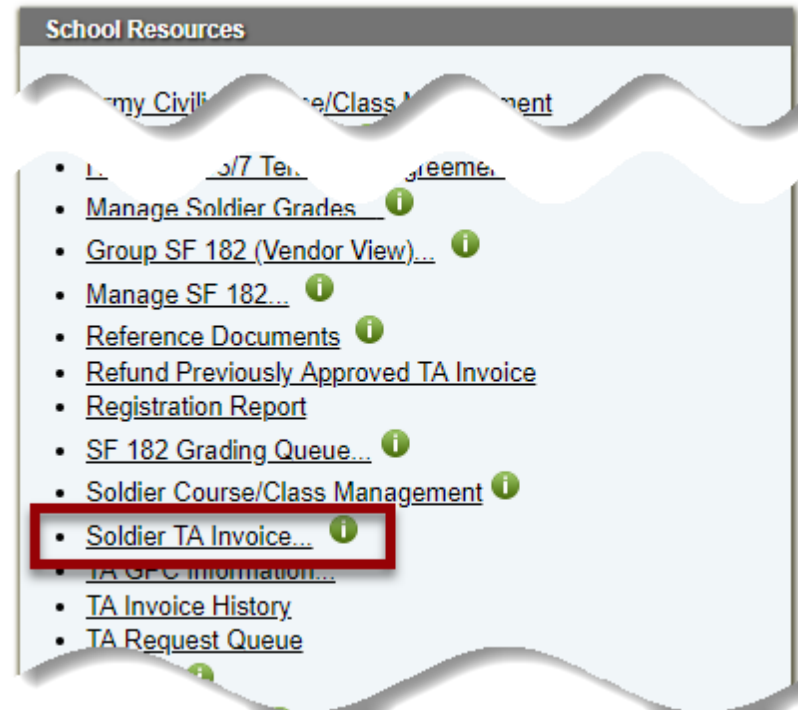


Refund Previously Approved TA Invoice (continued)



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](#)

GoArmyEd Process and Policy Reminders

- Training and information on Credentialing in GoArmyEd
- 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

1. We have uploaded our courses and classes since November 2014 after GoArmyEd made the request of Non-LOI schools. We made it a priority as we knew it would benefit our students. Since last April, we have not been able to update courses/classes in GoArmyEd. After opening two cases, we were told that uploading courses/classes is not required of Non-LOI schools. Being able to load courses and classes makes it easier for Soldiers to complete course planners and to request TA., and it is advantageous for schools as it reduces mistakes when Soldiers do not have to manually add this information. Can you please make this available again?
2. Now that Soldiers' GoArmyEd accounts are deactivated after 90 days of inactivity, it is difficult to report graduations or even to know who our GoArmyEd students are. Instead of disappearing from our active list, can these Soldiers be moved to the inactive list? Graduation reporting may decline if it is difficult for schools to identify their students.

Submitted Questions from Schools

3. Students are no longer able to use the drop-down menu to request courses at Arkansas Tech University for TA. When they click on “Choose course from home school” it will pull up Arkansas Tech University, but when they try to search a specific subject (i.e. HIST) GoArmyEd gives a message “No search results found, try expanding search criteria.” I have entered all of the courses into GoArmyEd and it says they are Active. The students are having to manually enter all the course information to request TA. I submitted a HelpDesk case, but have not yet received a resolution. Can you please address this issue in the upcoming conference call?

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
 - 1-866-414-6065
 - Passcode: 90518
 - (Playback available until 5 October 2018)
- Next Non-LOI School call will be in **November 2018**
- **Non-LOI Newsletter will be sent in the next two weeks**