

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



## **GoArmyEd Non-LOI School Call**

**28 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**

# Call Access Information

Wednesday, 28 November 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 1-866-359-6494  
Passcode: 90518  
(Playback available until December 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
- **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 in 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**

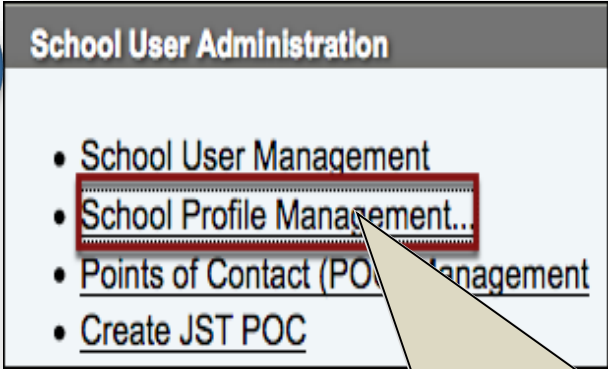


# Keep Your CAGE Code Up-to-Date

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**

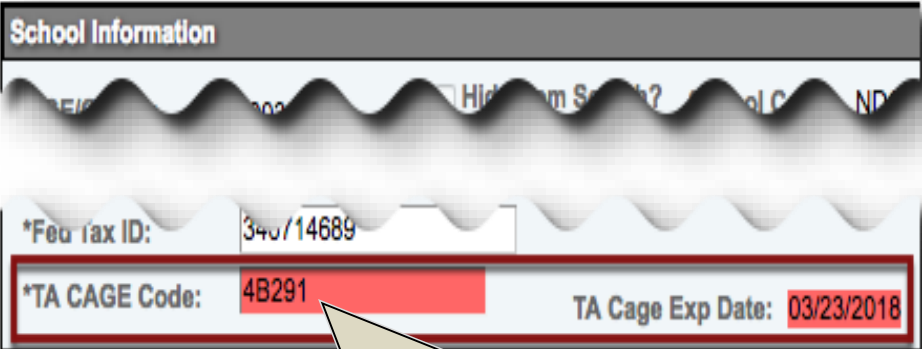


School User Administration

- 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.

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

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 rating 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'. Below these questions is a text area for '\* Your Comments' with a note: 'Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters may be lost. Please review the text that you have pasted and remove the special characters.' There is a question mark icon to the right of the text area.

# 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.)

15

# SOC Information

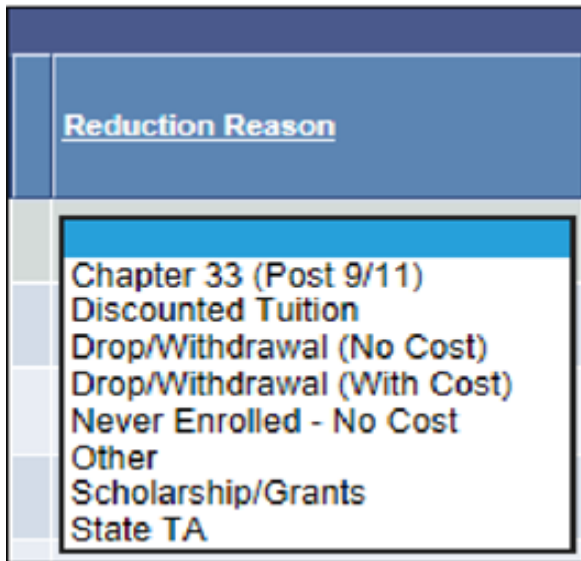
- **"Other" Reduction Reason**
- **Validating Invoices**
- **Correct Tuition Rates in GoArmyEd**





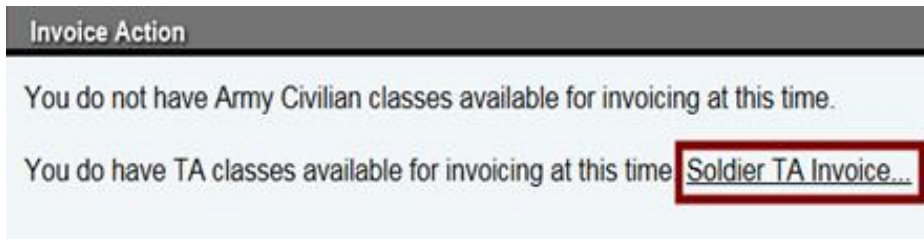
# "Other" Reduction Reason

- Many schools are using the **"OTHER"** Reduction Reason in error. Schools should **ONLY** use the **"OTHER" Reduction Reason** if the Soldier received a grade. The GoArmyEd system requires a grade for all the Reduction Reasons except for **Never Enrolled-No Cost** and **Drop Withdrawal (No Cost)**.
- If your school wishes to drop a Soldier with no cost to the Army and no grade is due, you will need to select either the **Never Enrolled-No Cost** or **Drop/Withdrawal (No Cost)** from the Reduction Reason drop-down. This will cancel the Soldier's Tuition Assistance Request and restore the funds to the Soldier's annual tuition ceiling.



## "Other" Reduction Reason (continued)

The Invoice Admin can access the Soldier TA Invoice by selecting the “**Soldier TA Invoice**” link in the **Invoice Admin** dashboard on the GoArmyEd homepage.



When “**Other**” is selected as the **Reduction Reason**, a free-form text box will display under the **Reduction Reason Other** column for entering a custom reduction reason. A reduction amount will then be required in the **Reduce Army Cost** column.

Reduction Reason	Reduction Reason Other	Reduce Army Cost
Other		\$0.00

Step-by-Step Instructions: [Non-LOI Invoicing Process](#)

# Validating Invoices

- **Validate** checkbox is checked for a line item, line item will be submitted for HQ ACES review once entire invoice is submitted
- **MUST** check **Validate** to Submit a line item for review
- Too many line items to review in one sitting? Check **Validate** next to reviewed line items, and **SAVE** (rather than SUBMIT) invoice.

## TA Invoice List

Select enrollments to be processed on the current invoice.  
 Select the "Select All" button to mark all items to be processed.  
 Select the "Deselect All" button to unselect all items. By selecting "Save", items will be marked to be processed at a later date.  
 To process selected items as an invoice, select the "Submit" button.  
 If you need to reduce the Army cost for a class, enter a Reduction Reason and Reduction Amount.  
 Select the "Remove" button to remove the class from the TA invoice list.  
 If you do not have access to the "Remove" button for an invoice line item, you must "Validate" or "Dispute" that line item.

School: WGU01 Western Governors University\*\*      Freeze Invoice Data:

Fed Tax ID: 999999999      CAGE Code:      Select Count: 0 Of 187

CAGE Code Expiration: 08/14/2019      Invoice Total: \$0.00

Return to Search      Cancel      Save      Select all      Deselect all      Submit

Personalized View | View 100 | First 1-25 of 187 Last

	Validate	Dispute	Remove from Queue	Return History	SSN	Last Name	First Name	Soldier Status	Course
1	<input type="checkbox"/>		Remove	Return History				Active	
2	<input type="checkbox"/>		Remove	Return History				Active	
3	<input type="checkbox"/>		Remove	Return History				Active	
4	<input type="checkbox"/>		Remove	Return History				Active	
5	<input type="checkbox"/>		Remove	Return History				Active	
6	<input type="checkbox"/>		Remove	Return History				Active	
7	<input type="checkbox"/>		Remove	Return History				Active	
8	<input type="checkbox"/>		Remove	Return History				Active	
9	<input type="checkbox"/>		Remove	Return History				Active	

# 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 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
  - 1-866-359-6494
  - Passcode: 90518
  - (Playback available until December 2018)
- Next Non-LOI School call will be in **February 2019**
- **Non-LOI Newsletter will be sent in the next two weeks**