



## PRESENTERS

### Headquarters – Army Continuing Education System (HQ ACES)

**Dr. Pamela Raymer**, Chief, HQ ACES

**Steve Clair**, Deputy Chief, Policy, Programs, and Incentives Branch Chief, HQ ACES

**Ron Ortiz**, GoArmyEd Systems Branch Chief

**Trent Stanfield**, Finance Branch Chief/Budget Officer

**Derek Jackson**, Tuition Assistance Policy Program Manager

**Gary Remington**, SOC/Postsecondary Program Manager

**Bree Charlot**, Counseling Program Manager

**Jason Bise**, Education Services Specialist, GoArmyEd Branch

**Russ Mott**, Education Services Specialist, GoArmyEd Branch

**Jennifer Kucan**, Education Services Specialist, GoArmyEd Branch

**Irina Rader**, APT/Academic Testing Program Manager

**Sophia Sweeney**, CP 31/ACES Credentialing Program Manager

**Amy Moorash**, Chief, HQ IMCOM ACES

**Ken Hardy**, Chief, Education Services Branch, National Guard

### Servicemembers Opportunity Colleges (SOC)

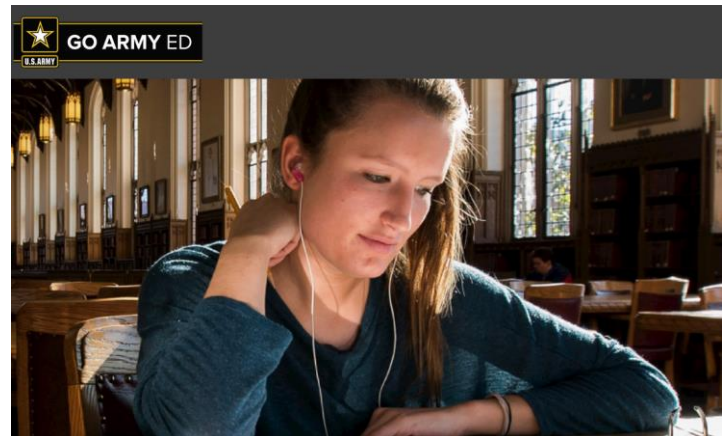
**Stephanie Kahne**, GoArmyEd Lead

**Patricia Taylor, Brianna Tringale, Susan Wolozyn**, GoArmyEd Liaisons

### IBM

**Christina Milne**, Customer Relations Lead

**Diana Duparl, Maya Kirkland, Bethany Moore, Ruth Perez**, Customer Relations Analysts



## NON-LOI SCHOOL CALL RECORDING AND SLIDE INFORMATION

Replay number: 1-866-359-6494, Passcode: 90518

Playback available until 27 December 2018.

Presentation slides are available [here](#).

## TOPICS OF DISCUSSION FROM HQ ACES

### REMARKS FROM DR. RAYMER

Thank you for all that you do to support Soldiers in pursuit of academic degrees and certificates. We are beginning work on a modernization of GoArmyEd that will result in a more user-friendly portal not only for Soldiers but for our school partners. We would welcome feedback from you on ways that would facilitate your use of the portal. Please provide that feedback to our team and if you are attending CCME in Austin in January we would be happy to hear from you during that week.

## GOARMYED TEAM

### DEPLOYMENT AND MILITARY WITHDRAWALS

Soldiers who need to withdraw from classes due to deploying must process a Military Withdrawal (WM) through their Education Center.

### NEW TUITION ASSISTANCE (TA) POLICY REMINDERS

#### Student-Funded Classes

Under the new TA policy effective August 5, 2018, Soldiers must enroll in all classes in GoArmyEd, both TA-funded and student-funded, for classes to count towards the TA GPA. Schools must post grades, or process enrollment rejections, for both TA and student-funded classes.

#### Billing for TA-Funded classes

Schools should not bill Soldiers for TA-funded classes or impose holds or other penalties on a student account when a Soldier has an approved TA request. Please consider this a guarantee of payment.

### AUTO-ENROLLMENT NOT PERMITTED

Per Department of Defense Instruction (DoDI) 1322.25, schools are prohibited from using auto-enrollment practices

*“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.”*

-DoDI 1322.25, Pge 36, Item K

Schools using auto enrollment practices must cease immediately to remain in compliance for participation in GoArmyEd. Soldiers must enroll in classes each term.

### CHANGES TO GOVERNMENT PURCHASING CARD (GPC) CONTRACT

Effective 30 November 2018, under the terms of the new US Bank SmartPay3 GPC contract, all current GPC Visa accounts were closed, and new GPC MasterCard accounts opened. Schools must accept MasterCard prior to 30 November for continued processing of GPC payments. As a reminder, methods other than GPC will not be approved for payment of TA funds.

If your school does not currently accept MasterCard, contact your acquirer for a merchant account application, or visit <https://www.mastercard.us/en-us/merchants.html>.

All invoices submitted after 23 November 2018 are being processed manually. Please allow up to 60 days for approval and payment.

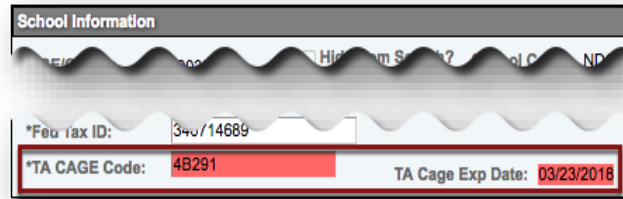
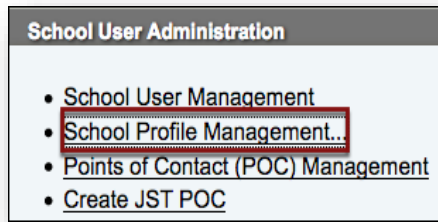
Questions? Email [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil), ATTN: Finance Team.

## TOPICS OF DISCUSSION FROM IBM

### KEEP YOUR CAGE CODE UP-TO-DATE

Check your Commercial and Government Entity (CAGE) code in GoArmyEd to ensure it is up-to-date. If the CAGE code is near the expiration date, renew it **BEFORE** it expires at [www.sam.gov](http://www.sam.gov). CAGE code updates may take up to 48 hours to appear in GoArmyEd. **TA payment to your school will be delayed if your CAGE code expires.**

Primary and Secondary POCs (PPOCS and SPOCS) can view the CAGE code status on their “**School Profile Management**” page.



## CURRENT AND UPCOMING ENHANCEMENTS

### ALERT MESSAGES

GoArmyEd now has an **Alert** message where schools can find messages from the GoArmyEd helpdesk regarding scheduled system downtime, new processes, and other important information.



### PASSWORD CHANGE STANDARDS

The link for NIST Password Standards on the Password Change page has been removed, and the NIST Password Standards are now displayed as text directly on the Password Change page.

#### NIST Password Standards

- Minimum of 15 characters, maximum of 25 characters
- Contain 2 upper case characters
- Contain 2 lower case characters
- Contain 2 numbers
- Contain 2 special characters(!@#\$%^&\*\_-=+.,?)
- Cannot contain spaces
- Cannot contain personal information such as names, telephone numbers, or account names
- Cannot reuse one of the 10 previous passwords used
- Password must be at least 8 characters different than previous password
- Be case sensitive

### NON-LOI TA REQUEST DATA UPDATE

The EMPL ID will now appear with Soldier data at the top of the **Army Tuition Assistance Authorization** PDF.

	Print Select	TA Request Details	School Name
1	<input checked="" type="checkbox"/>	<a href="#">Details</a>	<a href="#">Norwich University</a>

[Print TA Form](#)
[Submit](#)
[Return to Search](#)

### ARMY TUITION ASSISTANCE AUTHORIZATION

#### I. APPLICANT DATA

A. Name (Last, First, M.I.)

E. Soldier Mailing Address

**Emplid:** 0000232

B. SSN (Last Four)

F. Phone Number

C. Rank

G. Email

School Student ID:

SDN Number:

D. Home School

H. UIC Title / Code

## SOLDIER OPTION TO OPT OUT OF BROADCAST MESSAGES

Soldiers will be given the option to opt out of broadcast emails if their accounts are deactivated. Once implemented, a pop-up will appear upon login requiring them to opt-in or opt-out of broadcast messages if their account is deactivated. Opt-out is the current default option.

### Pop-Up Showing for Base Role

When your GoArmyEd account falls into an inactive status automatically due to inactivity do you want to continue to receive broadcast emails from GoArmyEd for up to 12 months?

[Opt In](#)
[Opt Out](#)

## GRADUATION REPORTING

### Opening Helpdesk Cases to Report Graduations

If you are unable to report a Soldier's graduation using the "Graduation Reporting" link on the Soldier's record, please open a Helpdesk case and include:

- Date of degree conferral
- GPA
- Degree Title - If the degree title displayed on the Soldier's record is different that the degree plan you are attempting to report the graduation for, note this in the case.
- Honors (if applicable)
- Screenshot of the error received when attempting to report the graduation

A helpdesk case with the above information must also be opened if the degree plan displayed on the Student Record is different than the degree for which the graduation is being reported.

### Conferral Date After Degree Effective Date

A graduation CANNOT be reported if the conferral date is after the degree effective date shown in the Student Program/Plan History

## REMINDERS

### School Logos

Schools can upload their logos to GoArmyEd to appear on the public homepage. Logo image requirements are available [here](#).

### Protecting Personally Identifiable Information (PII)

PII includes, but is not limited to, social security number, date of birth, place of birth, mother’s maiden name, and biometric records. All GoArmyEd users should **ONLY use the GoArmyEd ID number** in cases, eFile documents, and any other uploaded documents. If screenshots are used, please remove all PII.

**PULSE SURVEY**

Please complete the pulse survey that appears when you log out of your GoArmyEd account. Your feedback is important to us!

## TOPICS OF DISCUSSION FROM SOC

### “OTHER” REDUCTION REASON

When rejecting enrollments in the invoicing tool or processing refunds, schools should **only use the “Other” reduction reason** if the Soldier received a grade for the class.

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

When “Other” is selected, a text box will appear where you can enter a custom reduction reason. A reduction amount is required in the “Reduce Army Cost” column.

**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

To drop a Soldier from a class with no cost or a 100% refund to the Army, select the “Never Enrolled – No Cost” or “Drop/Withdrawal – No Cost” reduction reason.

## VALIDATING INVOICES

Schools must check the **“Validate”** box on the invoice next to each line item to submit the item for approval and payment.

Not ready to submit the invoice? After reviewing and validating each line item, click the **“Save”** button instead of **“Submit”**.

**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: [REDACTED] Select Count: 0 Of 187

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

[Return to Settings](#) [Cancel](#) [Save](#) [Select all](#) [Deselect all](#) [Submit](#)

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

## CORRECT TUITION RATES IN GOARMYED

There has been an increase in incorrect tuition rates entered in GoArmyEd. **Please ensure all tuition rates are correct.** TA can be used for tuition only – no fees.

### Q&A SESSION SUMMARY

- Q:** The “Save” button on our invoicing tool has not been working. Several helpdesk cases have been opened without resolution.

**A:** After following up with the school, SOC determined the issue is with USACC invoicing. The concern has been conveyed to USACC and the IBM USACC team.
- Q:** How do I find the slides for the call?

**A:** Slides for each Non-LOI call are sent to PPOCs 1-2 days before the call. The slides are also available in the SOC Knowledge Base via the “Get Help” link at [www.goSOCed.org](http://www.goSOCed.org) and in the GoArmyEd Message Center and Non-LOI Reference Documents.
- Q:** Where should I update tuition rates when they change? Is that the school’s responsibility, or does GoArmyEd do it? Also, when TA requests are rejected, are schools supposed to make an adjustment or will GoArmyEd make the adjustment based on the information given?

**A:** Schools should report new tuition rates to the Office of the Secretary of Defense (OSD) using the DoD MOU website. Once approved, schools can update their rates in their School Profile in the “Average Semester Hour Costs” section.

If a TA request is rejected, and the class is past 19% completion, the enrollment will also need to be rejected in the invoicing queue. Using the “Never Enrolled – No Cost” or “Drop/Withdrawal – No Cost” reduction reasons in the invoicing queue will reject the enrollment and initiate a 100% refund of Army costs.

4. **Q:** We have changed our Invoice Administrator and the new user is having difficulty accessing the invoicing queue. When the Invoice Administrator logs in and selects the “Soldier TA Invoice” link, it brings them to a PeopleSoft login page.

**A:** If you are experiencing issues with PeopleSoft, please open a Helpdesk case.

5. **Q:** What code should we use for fees that are being reimbursed to Cadet students? Is there a list of codes we can reference? Also, does the “Approved” status on the Cadet Payment Request (CPR) signify approval by USACC or school approval only?

**A:** This GoArmyEd Non-LOI school call is for the Active Army, Reserves, and National Guard Tuition Assistance Program. Please contact Mike Tinker and Noshia Saunders at USACC regarding USACC inquiries.

6. **Q:** What is the estimated time for payment after invoicing? I submitted an invoice on 10/8 and we haven’t received payment yet.

**A:** Payments are processed within 30 days of the approval date. Please open a Helpdesk case if you have any invoicing concerns.

7. **Q:** How long does it take for tuition rates to update in GoArmyEd? Our rates are updated annually, and board approval does not come through until July, so sometimes fall invoices have already been generated before the tuition rates are updated. In the past when I have updated the rates, it shows as “Pending”, and I believe is not approved until someone from GoArmyEd approves the rates. How long does this approval take?

**A:** Tuition rates are reviewed by HQ ACES with 7 days. If you have concerns about the status of your Tuition rates, please open a Helpdesk case.

8. **Q:** How should the SOC DNS Student Agreement template be used?

**A:** The template can be used to create a degree plan for the student. This degree plan can be uploaded to the Soldier’s GoArmyEd eFile so the Soldier can use it to build their Course Planner. The school or Soldier can upload the Student Agreement to the Course Planner for approval. The SOC DNS Primary POC (PPOC) should also input the student agreement data using the data form at [www.goSOCed.org](http://www.goSOCed.org). Click [here](#) for more information regarding the SOC DNS student agreement process for schools that participate in both GoArmyEd and the SOC DNS.

9. **Q:** Why are some schools only able to invoice on a quarterly basis?

**A:** Invoicing windows are determined by school size and the number of Soldier enrollments. There are approximately 2,500 schools in GoArmyEd. Staggering the invoicing windows allows the invoices to be reviewed in a timely manner.

## CLOSING

### Next Non-LOI School Call:

The next GoArmyEd Non-LOI School call is scheduled for February 2019.

### Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at [www.goarmyed.com](http://www.goarmyed.com).

For SOC related inquiries, please open a ticket using the "Get Help" link at [www.goSOCed.org](http://www.goSOCed.org).