



PRESENTERS

Headquarters – Army Continuing Education System (HQ ACES)

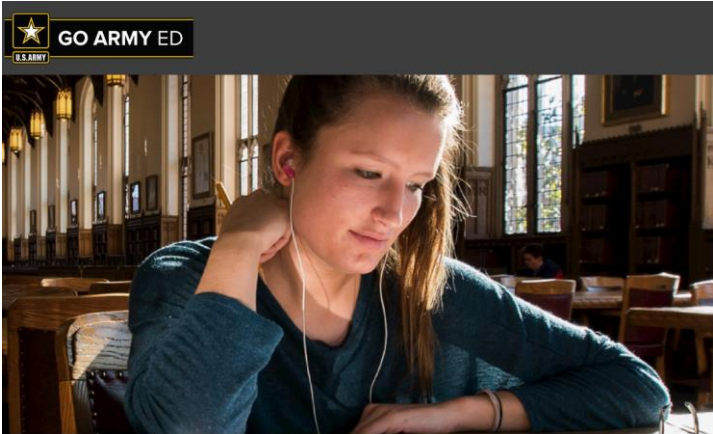
- Dr. Pamela Raymer, Chief, HQ ACES
- Steve Clair, Deputy Chief, Programs & Systems Branch Chief
- Ron Ortiz, GoArmyEd Systems Branch Chief
- Trent Stanfield, Finance Branch Chief
- Ela Karczewska, HRC ACES Program Analyst
- Gary Remington, SOC/Postsecondary Program Manager
- Mark Mazarella, Tuition Assistance Policy Program Manager
- Bree Charlot, Counseling Program Manager
- Jason Bise, Education Services Specialist, GoArmyEd Branch
- Russ Mott, Education Services Specialist, GoArmyEd
- Jennifer Kucan, Education Services Specialist, GoArmyEd Branch
- Irina Rader, APT/Academic Testing Program Manager
- Jacqueline Smith, Education Services Specialist, IMCOM
- Ken Hardy, Chief, Education Services Branch, National Guard

Servicemembers Opportunity Colleges (SOC)

- Stephanie Kahne, GoArmyEd Lead
- Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons
- Su-Mei Hedges, Programs & Systems Analyst

IBM

- Christina Milne, Sustain Program Manager
- Ruth Perez, Diana Duparl, Degree Management Specialists



NON-LOI SCHOOL CALL RECORDING AND SLIDE INFORMATION

Replay number: 1-866-501-5087, Passcode: 68297
 Playback available until 28 March 2018
 Presentation slides are available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

OPENING REMARKS by Dr. Raymer

Academic institutions are valuable partners with us to provide quality educational opportunities for our Soldiers. General Studies and Criminal Justice degrees are popular degrees and can be achieved more easily than other types of degrees, but in pursuit of providing "quality" educational opportunities, we want you to support us in our goal of promoting Soldier choice for stronger degree programs. At the same time, we must ensure that Soldiers are ready to pursue and complete an academic degree. Thanks for all your efforts in supporting Soldiers be cognitively flexible, active learners, culturally agile, tolerant to uncertainty, mentally resilient, prudent risk takers, and divergent thinkers -all competencies that are part of the cognitive Soldier end state.

FINANCE TEAM

INVOICING

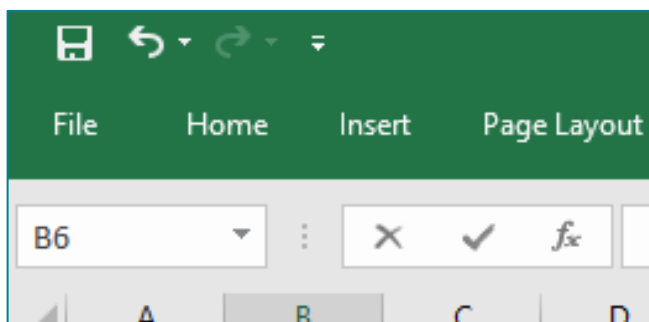
Please post Federal Tuition Assistance (FTA) first to a Soldier's financial account at your institution. Any other funding should be applied secondary to FTA.

GOARMYED TEAM

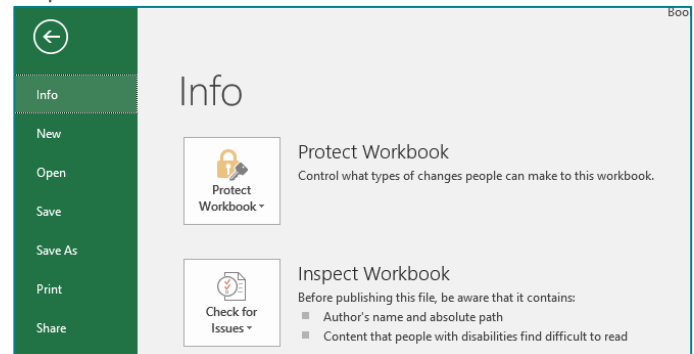
DOCUMENTS UPLOADED INTO GOARMYED

It is now mandatory when uploading documents, especially Student Agreements or Official Degree Plans in eFile, to convert the files to PDF format. This prevents any modifications of the information provided from occurring. Below are the steps for creating a PDF from Word or Excel.

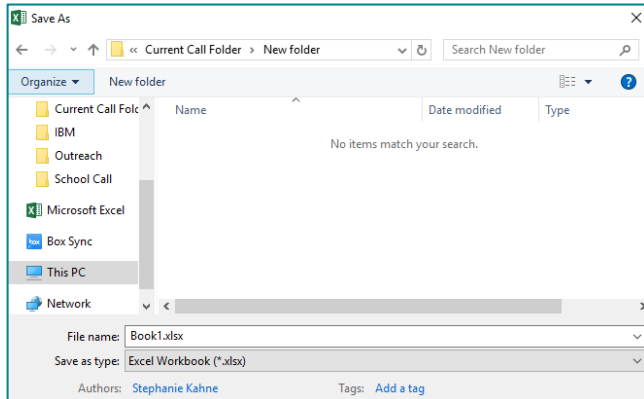
Step 1 Select File



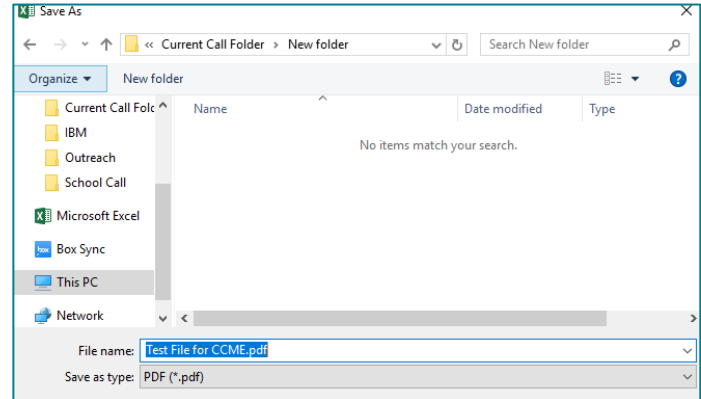
Step 2 Select "Save As"



Step 3 Create File Name



Step 4 Select "PDF" from the "Save as Type" drop-down field



GOARMYED PROGRAMS TEAM

Special Programs Qualifying for FTA

Teacher Certification

Soldiers may use FTA for coursework leading to initial teacher certification / licensure for one state, regardless of degree(s) previously earned. Soldiers who already possess a master's degree are eligible for up to 18 Semester Hours of FTA for professional education courses.

FTA does not apply to the following:

- Content / subject area courses (Math, English, Social Science, etc.)
- Courses to maintain teacher certification / licensure
- Courses to obtain an endorsement, specialized certification (e.g., principal / administration, counseling, curriculum, reading specialist, etc.)

- Courses to obtain a second master's degree
- Courses for any teacher certification / licensure required examinations

Army Medical Department (AMEDD) Accessions Program Pre-Requisites

FTA applies to Army Medical Department (AMEDD) in-service recruitment programs: the Inter-service Physicians Assistant Program and the Army Enlisted Commissioning Program. The Soldier must provide documentation from their school or AMEDD Program Manager listing specific prerequisite classes required based on review of Soldier's prior education. The School / AMEDD memorandum serves as the degree plan. If a Soldier already has a bachelor's or master's degree, submit as a CRM case to HQ ACES. If the Soldier does not have bachelor's or master's, enroll the Soldier in a degree plan that includes the required classes. Please note that as of January 2017, GoArmyEd allows Soldiers to select an AMEDD program pre-requisite degree plan in VIA.

Inter-service Physicians Assistant Program (IPAP)

Allows Soldiers to use TA for up to 60 SHs of undergraduate prerequisites required to apply for fully funded, fulltime, master's degree in Physician Assistant studies leading to appointment as an Army medical officer. Graduates earn a master's degree from the University of Nebraska and receive a commission as a first lieutenant in the Army Medical Specialist Corps.

AMEDD Enlisted Commissioning Program (AECP)

This program allows Soldiers to use TA for undergraduate (lower division) prerequisites required to apply for fully funded, full-time, on-duty 2-year programs to complete a Bachelor of Science in Nursing (BSN) at the school of their choice. The degree plan is based on the school's review of the Soldier's transcript(s), and TA is authorized to complete lower division prerequisite courses for entry into the final two years of BSN programs. Upon completion of lower division prerequisites, eligible Soldiers can apply for AECP to complete a BSN at the school of their choice. AECP participants continue to receive full enlisted pay and allowances. Soldiers may not use TA, GI Bill, student loans or grants while in this program.

AECP eligible institutions must:

- Be located within 100-mile radius of a military medical treatment facility
- Be accredited by ACEN or CCNE
- Charge in-state tuition rates and must waive T&F exceeding \$9000/year
- Offer all classes in residence (no on-line)
- Have first-time NCLEX pass rate of 90% or higher
- Provide Soldier an unconditional letter of acceptance
- Teach classes in English only

These are the Army's requirements. Secretaries of the Military Departments may impose additional professional requirements.

For detailed information concerning these special programs, refer to the Non-LOI school call slide deck.

NON-LOI SCHOOL CALL SLIDES

Slides from the 28 Feb 2018 School Call are available.

In GoArmyEd:

https://www.goarmyed.com/docs/pdf/MASTER_GoArmyEd_Non_LOI_School_Call_Q2FY18.pdf

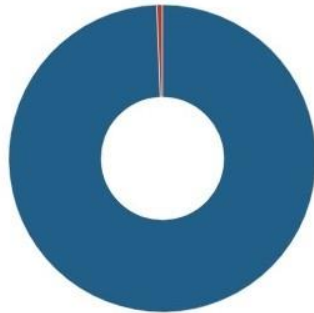
On SOC's website:

<http://supportsystem.livehelpnow.net/article/23351/95460>

VIA ANNUAL ASSESSMENT

GOARMYED DEGREE PROGRAMS

VIA IN 2017



● Dropdown Degree Programs (DDDP) 104,144
 ● Fully Developed Degree Programs (FDDP) 632



91%

Rank of SFC
or below

2x

Soldiers choosing VIA-recommended degrees and schools register for their first TA-funded class more than twice as often as those that choose non-recommended degrees and schools.

TOPICS OF DISCUSSION FROM IBM

RELEASE ENHANCEMENTS

Cadet Payment Requests: School Course Admins are now able to view the status of where the Cadet Payment Request (CPR) is in the invoicing process in the Payment Information box on the CPR page.

Student Record Updates: During the February 2018 release, the "School Specific Degree Name" field was removed from the Education tab. The information still displays at the top of the page in the Basic Information section of the Student Record. The field is now titled Current Degree Name/CIP.

Basic Information	
Name :	PV2 Sylvia Inman
SSN/EIN :	-5964
User Id :	1905964
Current Degree Name/CIP :	Associate of Arts in Criminal Justice (AACJ)
Primary Phone :	5815356285

Additionally, the Undergraduate TA Semester Hours Used, Graduate TA Semester Hours Used, Certificate TA Semester Hours Used, Highest Degree Level Name, and Highest Degree Earned Name fields were added to the Education tab.

Soldier Personnel	TA Planning Summary	Education	Helpdesk Cases	CTS Notes
<input type="checkbox"/> Make this tab your default. Your current tab preference is eFile.				
Student Information				
Currently Enrolled in a Course?				No
On Hold?				No
<small>Note: The placement and removal of holds will occur within 24 hours (EST). ACEES requested holds (ACR) are real-time.</small>				
Common Application Submitted?				Yes
Common Application Submitted Date :				10/19/2017
State of Residency :				Not Available
Current Home School :				Central Texas College
Data Source :				Not Available
Current Generic Degree Name/CIP :				Not Available
Current Degree Level :				Other
Expected Graduation Term :				Not Currently Projected
Highest Degree Earned Name :				Not Available
Highest Degree Level Name :				Not Available
School Name of Degree Earned :				Not Available
Confer Date :				Not Available
Undergraduate TA Semester Hours Used :				0 of 130
Graduate TA Semester Hours Used :				0 of 39
Certificate TA Semester Hours Used :				0 of 21

RELEASE 11.5 NOTES

Release Notes for Release 11.5 are available in the Document Repository:

[https://www.goarmyed.com/docRepository/GoArmyEd/Release 11 5 Field Notes FINAL.pdf](https://www.goarmyed.com/docRepository/GoArmyEd/Release%2011%205%20Field%20Notes%20FINAL.pdf)

UPDATE YOUR SCHOOL'S LOGO

Display your school's logo on the GoArmyEd public page.

Quick Reference:

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

PERSONALLY IDENTIFIABLE INFORMATION (PII)

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 students as well as yourself to use the GoArmyEd User/EMPL ID in cases, eFile documents and other uploaded items in the system, and remove PII.

DEGREE PROGRAM MANAGEMENT (DPM) TRAINING MATERIALS

Overview & FAQs:

https://www.goarmyed.com/docs/pdf/219_QR_DPM_Tool_and_FAQ.pdf

Add & Modify Degree Info via DPM:

https://www.goarmyed.com/docs/pdf/217a_VIA_Degree_Program_Management_Overview_Part_1_Modules_1-4.pdf

https://www.goarmyed.com/docs/pdf/217b_VIA_Degree_Program_Management_Overview_Part_2_Modules_5-7.pdf

Degree Upload Tech Specs:

https://www.goarmyed.com/docs/pdf/Degree_File_Upload_Instructions.pdf

TOPICS OF DISCUSSION FROM SOC

ADDING COMMUNICATION TRACKING SUMMARY (CTS) NOTES

It is important to add notes to a Soldier’s Student Record when a unique situation occurs. This is especially applicable when awarding a degree early. By adding a CTS note, counselors can see the reason for the early awarding of a degree and understand why they may see a future date on a diploma.



Communications Tracking Summary (CTS) Page
Non-LOI School - Creating and Tracking Communications

https://www.goarmyed.com/docs/pdf/156_NON_LOI_SBSI_CTS.pdf

DEGREES IN THE DEGREE PROGRAM MANAGEMENT (DPM) TOOL ARE VISIBLE IN VIA

Many Non-LOI schools have not uploaded their schools' degrees into the DPM tool. Active degrees uploaded in the DPM tool are visible to students in VIA for selection. If a degree is not uploaded and activated by the school in the DPM tool, the Soldier will need to manually enter the degree in VIA, which often leads to errors.

Please ensure that your school does not activate degrees manually entered by Soldiers. Degrees entered by students have a numerical degree title.

Manually entered by Student

Search Results

School	Academic Plan	Degree Level	Degree Title	Description	Long Description	Status
SUW	0000127359	Bachelor's	1831793608	Political Science and Governme	Bachelor's Degree in Political Science	Inactive
SUW	0000183236	Bachelor's	1580671116	Social Work_Other	Social Work	Inactive
SUW	0000200634	Bachelor's	1629820377	American History (United Stat	History/Civil War Studies	Inactive
SUW	0000203080	Certificate	124286187	Human Resources Management/Per	Business Management	Inactive
SUW	0000235143	Bachelor's	RBA	Regents BA	Regents Bachelor of Arts (RBA)	Active
SUW	0000235152	Bachelor's	BSN	BS in Nursing	Bachelor of Science in Nursing (BSN)	Active

How an Active Degree in DPM Appears in VIA

Degree Program Management

Academic Plan Details

School: SUW Shepherd University - WV**

Academic Plan: 0000235143

Effective Date: 10/01/2016 Status: Active Inactivate Degree Program

*Degree Level: Bachelor's

*Degree Specialty: BZ All Other Bachelor's Degrees

*Degree Title: RBA

*Description: Regents BA Example: AA-Gen Stud/Lib Arts (AA-GSLA)

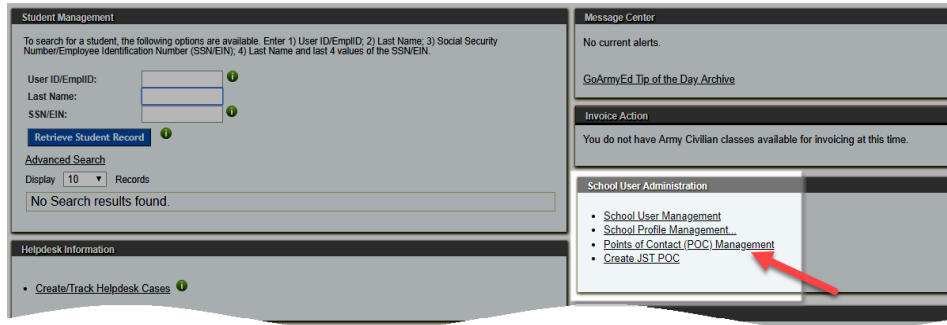
*Long Description: Regents Bachelor of Arts (RBA) Example: Associate of Arts in General Studies and Liberal Arts (AA-GSLA)

<input type="checkbox"/>	★	English Language and Literature, General	(multiple schools)	B		
<input type="checkbox"/>	★	Regents Bachelor of Arts (RBA)	Shepherd University - WV**	B		

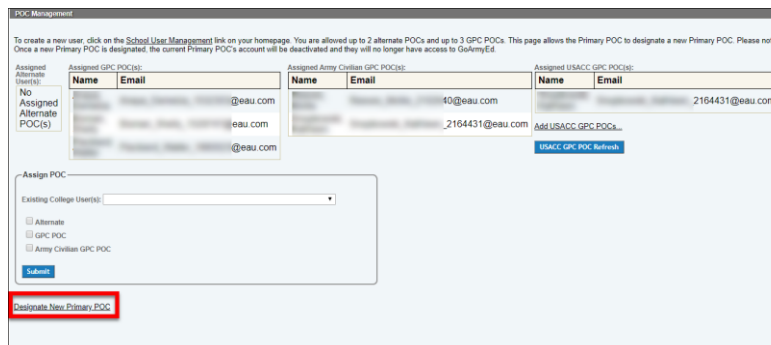
POINT OF CONTACT (PPOC) CHANGES

Making changes to any of your school's POC information is done by the Primary Point of Contact (PPOC) using links under the School User Administration menu. Please ensure your school's PPOC is always up to date in GoArmyEd. The Primary POC should log in to GoArmyEd periodically (as frequently as possible) to ensure that your account stays active. If your account becomes inactive, a CRM case is required to reactivate it, which can take a significant amount of time to process.

Update PPOC information using the Points of Contact (POC) Management link



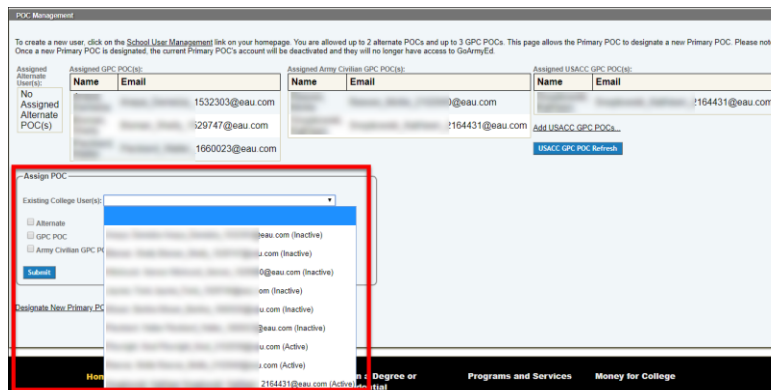
The Primary POC can make another user the PPOC (see the **“Designate New Primary POC”** link on the POC Management page), which will deactivate your PPOC account immediately.



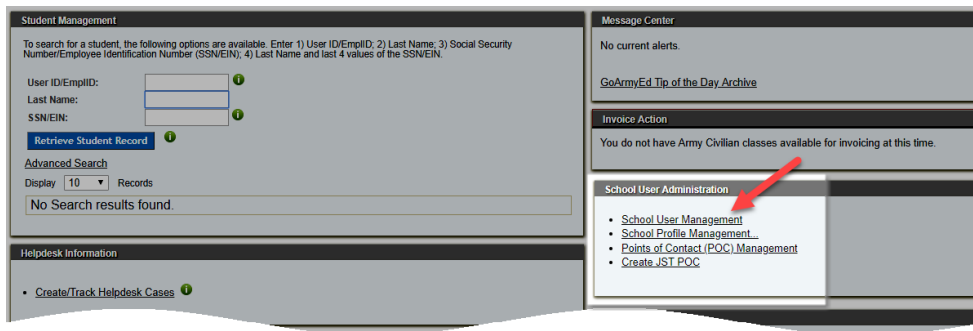
If your PPOC account is inactive, or if your school's currently designated PPOC has left, you (or someone on your staff) will need to open a CRM case to request a PPOC change to the new PPOC.

PPOCs can also make the following POC updates using the POC Management page under the Assign POC section:

- Designate up to 2 Alternate (Secondary) POCs
- Designate up to 3 GPC POCs



PPOCs can make attribute/role updates, activate and deactivate accounts, and add new users using the “School User Management” link from the School User Administration menu.



https://www.goarmyed.com/docs/pdf/152_Non_LOI_User_Access.pdf

SUBMITTED QUESTIONS

1. **Q:** We report graduation about 5 weeks after the end of the semester. When I went to report graduation, the student had been removed from GoArmyEd. How do we report graduation in cases like this?

A: When a Soldier is in "Inactive" status, our system automatically moves the Soldier to Home School Not Set (HSNS) status; however, Non-LOI schools have the option to create a CRM case so IBM could report the graduation on the back end. We would need the Soldier's EmplID, name of the degree completed, graduation GPA, conferred date, and whether or not the Soldier graduated with honors.

CALL Q&A SESSION SUMMARY

1. **Q:** In the past, we have used the last four digits of a Soldier's Social Security Number (SSN) as an identifier, in addition to the name and address. What should we use in place of the last four digits of the SSN to be compliant with PII guidelines?

A: PII is of great paramount to HQ ACES. Every Soldier has a User/EMPL (employment) ID in GoArmyEd that can be used instead of the last four digits of the SSN. The User/EMPL ID is on the Soldier's Student Record page in the same section as the Soldier's full name and last four digits of the SSN. The User/EMPL ID is also on the TA request. Schools can also ask Soldiers to provide them with their User/EMPL ID. If that is not possible or not feasible within your business practices, schools can provide the Student Record ID so HQ ACES can reference it in outreach to the school for follow-up communication.

2. **Q:** Should schools post grades for U.S. Army Cadet Command (USACC) students to GoArmyEd at the end of each semester?

A: Schools are not required to upload grades for USACC students.

3. **Q:** Can active duty Soldiers use TA and Chapter 33 funding for the same class?

A: Per law, no two pools of federal funding can be used to cover the same costs for the same class. There is a provision in Chapter 30 of the Montgomery GI bill called “top-up” whereby Soldiers can receive reimbursement for additional out-of-pocket expenses not covered by TA. There is not a top-up provision in the Post 9/11 (Chapter 33) GI Bill, however, Soldiers are technically allowed to use Chapter 33 and TA funding at the same time. Counselors will typically advise Soldiers against using Chapter 33 as a top-up funding because it is more advantageous for Soldiers to use TA by itself and figure out a different form of additional funding, or use

Chapter 33 by itself. If Soldiers use Chapter 33 while still active duty, they significantly lose out on a portion of the benefits, including the Basic Allowance for Housing (BAH) since they do not receive it if they are still active duty.

4. **Q:** When validating USACC invoices, if we notice a Cadet has missed a fee, for example, is there a way to increase the class on the invoice to cover what was missed? We only see an option for reducing the cost.

A: No. Legally, when a Soldier utilizes GoArmyEd for tuition purposes or a Cadet utilizes it for authorization from Cadet Command, they are telling the federal government “this is my bill”. Per the Federal Acquisition Regulations (FAR), when the federal government is billed, the cost can never be increased – the agreed-upon terms must be the same or reduced. In cases like this, the school should contact the Cadet to let him/her know that fees were missed and instruct the Cadet to request that his/her Professor of Military Science reject the Cadet Payment Request form and resubmit with the additional fees, or the Cadet risks having to pay the missed fees out of pocket.

5. **Q:** Does HQ ACES work with the Department of Defense (DoD) Voluntary Education Program regarding implementation of the DoD MOU?

A: Yes, HQ ACES takes guidance from the Department of Defense. The DoD gives guidance to each service branch, and the service then determine specifics based upon that guidance. All schools in GoArmyEd have signed the DoD MOU; schools that have not signed cannot participate in GoArmyEd.

CLOSING INFORMATION

Next Non-LOI School Call:

The next GoArmyEd Non-LOI School call is tentatively scheduled for May 2018.

Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at www.goarmyed.com. For SOC specific inquiries, please submit a ticket at www.goSOCed.org.