GOARMYED NON-LOI SCHOOL NEWSLETTER

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)
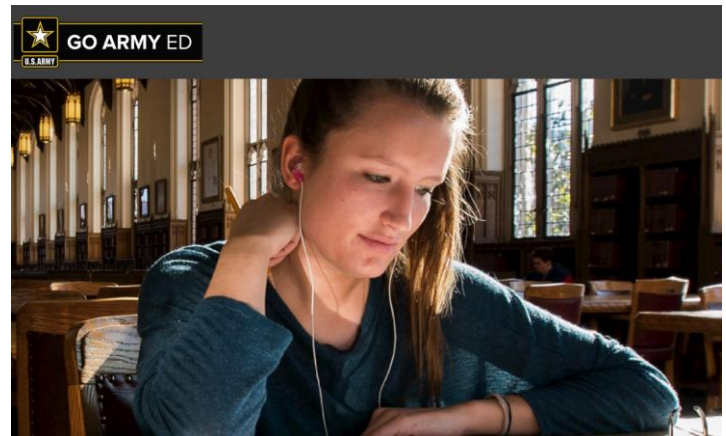
Stephanie Kahne, GoArmyEd Lead

Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons

IBM

Christina Milne, Customer Relations Lead

Nicole Puskar, Customer Relations Deputy

Diana Duparl, Bethany Moore, Ruth Perez, Customer Relations Analysts

NON-LOI SCHOOL CALL RECORDING AND SLIDE INFORMATION

Replay number: 1-866-382-4782, Passcode: 90518 Playback available until 22 March 2019.

Presentation slides are available HERE

TOPICS OF DISCUSSION FROM HQ ACES

REMARKS FROM DR. RAYMER

We have been delayed somewhat with beginning our modernization efforts for GoArmyEd, but we are still excited at the prospects of soon having a new version that will create a user-friendly experience for Soldiers, education centers and you - our school partners. We want the system to be so easy and so fun that Soldiers will encourage their peers to check it out because our goal is to encourage Soldiers to work on completing degrees. Education is a life-changing experience. The Secretary of the Army's goals are to develop Soldiers who are "mentally tough, morally straight, intellectually smart, and physically strong." Education can support 3 of those goals. Thanks for all you to support Soldiers in achieving their education goals.

GOARMYED TEAM

SOC SUNSET

The SOC Degree Network System (DNS) and Career and Technical Education (CTE) resource list will be sunset on March 29, 2019. All GoArmyEd processes will remain the same. The name of the Servicemembers Opportunity Colleges Liaisons team will change to GoArmyEd School Liaison Services.

TUITION ASSISTANCE (TA) POLICY REMINDERS

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.

OPENING CRM CASES

Please open cases related to a specific student under their GoArmyEd Student Record instead of the school user account. By opening the case under the Soldier's Student Record, GoArmyEd users can research information easier, and the Soldier can view the information.

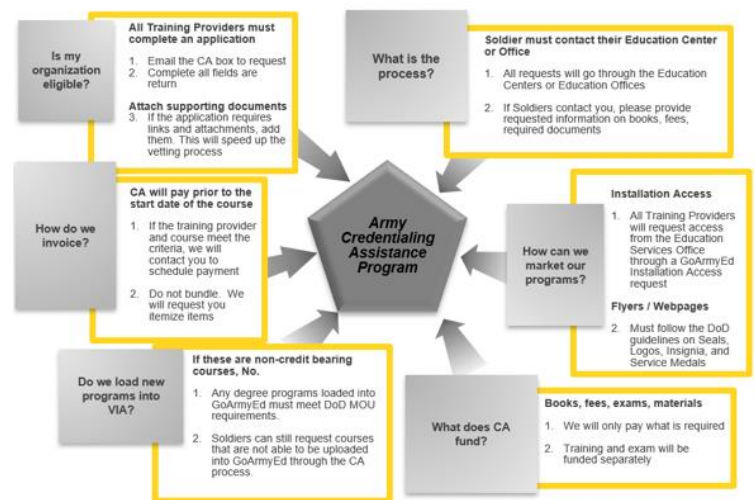## ENTERING INCORRECT START DATE ON TA REQUESTS

Soldiers are required to submit their Tuition Assistance Requests and have them approved prior to the class start date to have Tuition Assistance allocated for their classes. Please do not change the class start date to allow the Soldier to request (TA) for the class.

GOARMYED CREDENTIALING PROGRAM

On 6 Sep 2018, the Army kicked off a Limited User Test for the new self-directed Army Credentialing Assistance program that will be introduced Army-wide at a later date. This test is open to all Fort Hood Soldiers, Texas National Guard, and Texas Reserve Soldiers (Officer, Noncommissioned Officers, Warrant Officers and Enlisted). CA is available for voluntary, off-duty training.

ELIGIBILITY CRITERIA

CA Eligibility aligns with TA requirements. Soldiers may use both TA and CA, up to the fiscal year TA limit of $4000.00. CA will not pay for courses that can be funded by TA. CA can pay for training, books, fees, materials, exam, and exam recertification.

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. 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.**
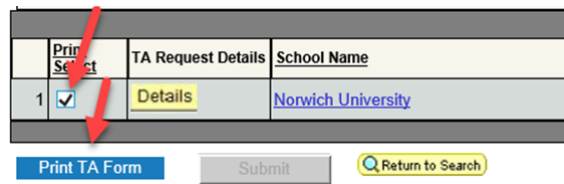
Primary and Secondary POCs (PPOCS and SPOCs) can view the CAGE code status on their "**School Profile Management**" page.
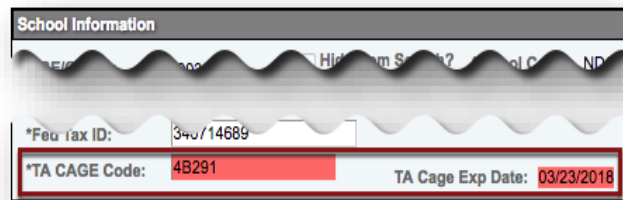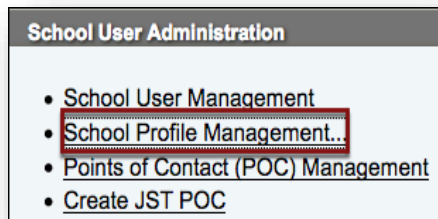
CURRENT AND UPCOMING ENHANCEMENTS

NON-LOI TA REQUEST DATA UPDATE (PRIOR RELEASE)

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

DEACTIVATION LOGIC UPDATE

If a TA eligible Soldier is deactivated due to inactivity (currently set to 180 days), their account will not change their home school to Home School Not Set (HSNS) until after one year of inactivity. This does not apply to deactivation due to separation.

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.

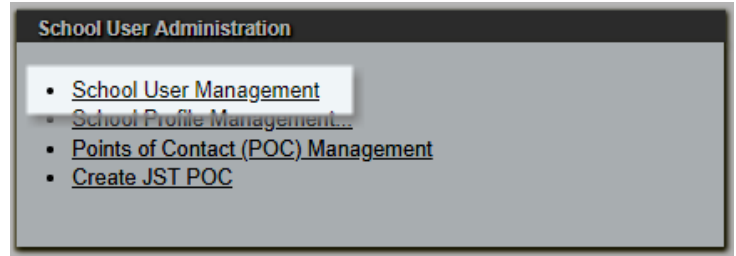| PULSE SURVEY |
| --- |
| Please complete the pulse survey that appears when you log out of your GoArmyEd account. Your feedback is important to us! |

POINT OF CONTACT RESPONSIBILITIES

SCHOOL USER MANAGEMENT

Responsibilities of Primary POC includes GoArmyEd POC Management for your GoArmyEd staff.

Using the "School User Management" link from the School User Administration menu:

➤ Activate/deactivate accounts
➤ Update attributes/roles
➤ Add new users

POINT OF CONTACT MANAGEMENT

Ensure your school's Primary POC (PPOC) is always accurate in GoArmyEd, **OR** that your school has always at least one active Secondary/Alternate POC assigned. Only PPOC and Secondary POCs can perform POC Management transactions using the Points of Contact (POC) Management link under "School User Administration" menu.

ALL USERS: Keep your account active by signing into GoArmyEd at least once a month and keeping your password up to date.
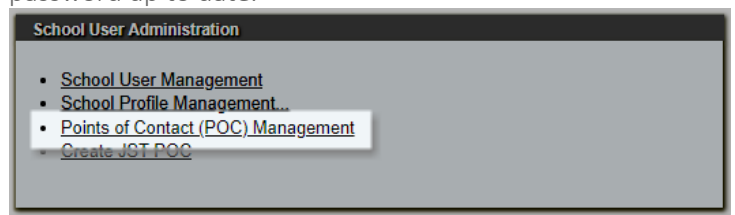
DESIGNATING A NEW PRIMARY POINT OF CONTACT

PPOC can designate a new PPOC by selecting the "Designate New POC" link through the Points of Contact (POC) Management link. If there is no active PPOC, any user at your school can submit a CRM case to request the change.
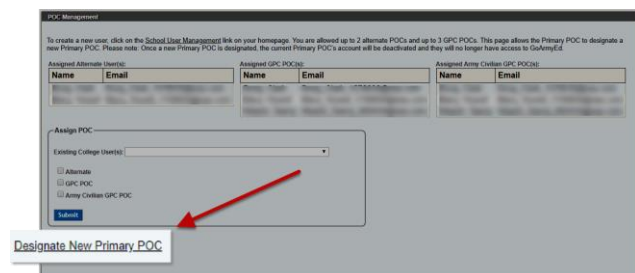
DESIGNATING SECONDARY POINT OF CONTACTS

To designate up to two Secondary/Alternate POCs:
- ➢ Select School User from **"Existing College User(s)"** drop-down
- ➢ Check **"Alternate"** checkbox and Submit

POC MANAGEMENT
Schools can also refer to [School User Administration](#) Step-by-step Instructions on how to update this information.

SOC SUNSET ACTIVITY AND GOARMYED

Student Agreement Template-SOC DNS

Drop Down Degree Plans (DDDP)
- ➢ If SOC template will continue to be used, remove all references to SOC
- ➢ For SOC DNS codes, leave blank after 1 March 2019

Process Overview
- ➢ Begin removing SOC references on school web pages
- ➢ Remove SOC from all marketing materials moving forward
- ➢ Deadline for removal is March 29, 2019

Course Planner and Student Agreement Template
- ➢ Schools may still use a version of the SOC student agreement template to build student agreements/official degree plans for drop-down degree programs.
- ➢ Please remove all references to SOC after March 29, 2019.

Q&A SESSION SUMMARY

1. **Q:** Our institution received an email asking to post grades for a Soldier: however, the student did not request GoArmyEd funding for that specific class. How do we proceed?

   A: If a Tuition Assistance Request is Student-funded and the Soldier did not complete the class, the school will need to reject the TA Request in GoArmyEd. If an approved TA Request exists in GoArmyEd and he or she completed the class, the school will need to submit a grade. Some Soldiers submit Student-Funded Tuition Assistance Requests to have the GoArmyEd system track their GPA progress.

2. **Q:** What is the turn-around time for GoArmyEd Helpdesk cases to be answered?
   A: Cases are resolved in the order they are received. Depending upon the case type, the case is routed to the applicable stakeholder. If you have concerns about your case or the case is time sensitive, please contact GoArmyEd School Liaison Services.

3. **Q:** Do we still need to use the old SOC template when providing the Student Agreement/Official Degree Plan to the Soldier?
   A: Schools may use any template for the Student Agreement/Official Degree plan; however, it must include the following: Soldier's name, school name, title of degree, ALL required courses, transfer credits. It is also mandatory when uploading the Student Agreements/Official Degree Plans in eFile, to convert the files to PDF format. This prevents any modifications of the information provided from occurring.

4. **Q:** If a Soldier submits a Tuition Assistance Request and the information is incorrect, does the school need to create GoArmyEd Helpdesk case?
   A: Yes. The school or the Army Education Counselor can create a GoArmyEd Helpdesk to request to have the information corrected in GoArmyEd. HQ ACES will review for consideration. Please ensure to open the case under the Soldier's Student Record.

5. **Q:** If the Soldier does not submit a Tuition Assistance Request and the class date has passed, is it too late?
   A: Yes. The Tuition Assistance Request must be submitted and approved prior to the class start date to have TA allocated for the class.

6. **Q:** As a new GoArmyEd school user, how can I get assistance with uploading degree programs and courses in GoArmyEd?
   A: You can contact GoArmyEd School Liaison Services to request training on GoArmyEd related processes. You can also view Step-by-step Instructions by logging into GoArmyEd and selecting the "Reference Documents" link located in the School Resources section of your GoArmyEd homepage.
   For Degree Program Management: Degree Program Management Quick Reference, Degree File Upload Instructions Technical Specifications, Adding and Modifying Degree Information Part 1, and Adding and Modifying Degree Information Part 2
   For Course/Class upload: Uploading a Course or Class using Manual Entry Process Step-by-step Instructions, How to Upload Courses or Classes using the File Upload Process Step-by-step Instructions, and Uploading Non-LOI Course and Class Data Technical Specifications

7. **Q:** I received an email that my school's CAGE Code is going to expire. The sam.gov page is not working. Can we be assisted with renewing our CAGE Code?
   A: On the date of the Non-LOI call, the sam.gov website was experiencing technical difficulties. The issue has now been resolved. To renew your CAGE Code, you will need to navigate to www.sam.gov, log in, and renew the CAGE Code. The CAGE code will take up to 48 hours to reflect in GoArmyEd. If you still need assistance, please contact GoArmyEd School Liaison Services.

8. **Q:** When I review the School Logo tab on the School Profile, the status reflects approved; however, the denial comments are still there.
   A: When the logo is approved, the status will reflect approved. If the school logo was previously disapproved, the denial comments will still reflect on the page.

CLOSING

Next Non-LOI School Call:
The next GoArmyEd Non-LOI School call is scheduled for May 2019.

Getting Help:
For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at www.goarmyed.com.

For SOC related inquiries, please open a ticket using the "Get Help" link at www.goSOCed.org.