



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

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)

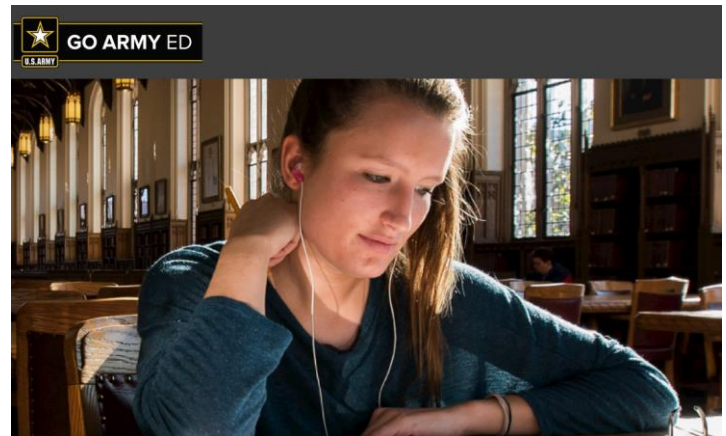
Stephanie Kahne, GoArmyEd Lead

Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons

IBM

Christina Milne, Customer Relations Lead

Diana Duparl, Maya Kirkland, Ruth Perez, Customer Relations Analysts



NON-LOI SCHOOL CALL RECORDING AND SLIDE INFORMATION

Replay number: 1-866-414-6065, Passcode: 90518

Playback available until 5 October 2018.

Presentation slides are available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

REMARKS FROM DR. RAYMER

We are very excited with our new Army Directive that allows Soldiers to start taking classes upon completion of AIT. We've already seen a good increase in enrollments since the August 6 implementation date and trust that Soldiers will continue to sign up for more classes as we begin the new fiscal year. We appreciate your efforts to partner with us in helping Soldiers complete quality courses in a strong degree program that will make them better Soldiers and prepare them for eventual return to civilian life.

FINANCE TEAM

FY18 AND FY19 ENROLLMENTS

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

FAILING GRADES AND NON-ATTENDANCE

Do not recoup or refund Soldiers for failing grades or personal withdrawals reported in GoArmyEd. A failing grade or personal withdrawal will initiate the necessary Army recoupment or refund process. Recouping or refunding Soldiers at the school will cause double recoupment or delayed return of Soldier funds when refunds apply.

SYSTEM-GENERATED COST AND COURSE VERIFICATION POLICY

Effective 26 June 2018, Soldiers attending non-Letter of Instruction (non-LOI) educational institutions (EIs) must submit system-generated cost and course verification with each non-LOI Army Tuition Assistance (TA) Request form. System-generated is defined as being produced by a computer program rather than by an individual. Army Education Counselors will reject non-LOI TA Requests that have manually-created cost and/or course verification attached and report non-LOI EIs that cannot provide system-generated cost and course verification before the start date of classes to HQ ACES via a GoArmyEd Helpdesk case.

Valid cost verification (bill) includes the Soldier's name and the name of the EI and must individually list the tuition and fees for each term or class. The tuition and fees cannot be bundled on a bill. Examples of acceptable cost verification documentation include:

- A receipt or screenshot from the EI's online account
- An invoice from the EI's online account
- A statement of tuition and fees from the Soldier's online EI student account

Valid course verification (schedule) includes the Soldier's name and the name of the school and lists all classes in the term or semester with the start dates, end dates, and number of credit hours for each.

Some EIs have been pre-approved to provide manually-created cost and course verification. HQ ACES has placed a double asterisk in GoArmyEd beside the name of these EIs and annotated the type of acceptable documentation that Soldiers can attach to their non-LOI TA Requests in these EIs' school profile. EIs that cannot provide system-generated documents and do not have an asterisk in their school profile can contact their SOC liaison or escalate a Helpdesk case to HQ ACES for assistance in determining which documents are acceptable for invoicing Army TA.

NEW TUITION ASSISTANCE (TA) POLICY – EFFECTIVE AUGUST 5, 2018




Rescinds the 1-year and 10-year time-in-service waiting periods for TA usage





Specifies that ROTC scholarship cadets receiving room and board stipends cannot receive TA





Specifies that holds imposed due to incorrect information reported to GoArmyEd by third parties, including schools and Army personnel records, must be corrected in those systems and reported to GoArmyEd before holds will be lifted


- 


Changes the student agreement/official degree plan submission requirement from "prior to completing 6 semester hours (SH)" to "upon completion of 6 SH"
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Specifies the 5-business day Exception to Policy (ETP) rule and 5-business day class cancellation replacement rule
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Requires Soldiers retaking a failed class or attempting to raise their TA GPA to regain TA eligibility to enroll in classes through GoArmyEd regardless of funding source (i.e. self-funded classes). These classes must be taken after the GPA hold was placed.
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Specifies that accelerated/dual degree programs must award each degree separately and sequentially
- 

Specifies that double majors must appear on a single diploma
- 

Specifies that TA is not authorized for institutional challenge exams/credit-by-exam, credit based solely on assessment of prior learning or experience, portfolio evaluation, or review of military or civilian transcripts
- 

Specifies that, under no circumstances, will a Soldier personally reimburse a school for previously approved TA funds

NEW CREDENTIALING ASSISTANCE (CA) POLICY

On 6 June 2018, The Secretary of the Army signed Army Directive 2018-08, establishing the Army's Credentialing Assistance (CA) Program with an effective date of 6 September 2018. This program allows eligible Soldiers to receive funding for courses or exams that lead to an industry-recognized academic or vocational credential.

Although the CA Program starts on 6 September 2018, only Soldiers participating in the Limited User Test (LUT) (Regular Army Soldiers stationed at Fort Hood, TXARNG Soldiers, and TXUSAR Soldiers) will be able to request CA for courses or exams scheduled after 1 October 2018. The list of credentials that Soldiers can request funding for during the LUT is currently limited to 28 credentials.

Soldiers stationed outside of Texas are not currently eligible to receive CA. We anticipate Army-wide implementation of the CA program in late 2019 and will provide notification when all Soldiers can request CA. Soldiers with questions about the CA program should contact their servicing Army education center/office.

Industry	Credential
Fitness	ACSM Certified Personal Trainer (CPT)
Food	ServSafe Food Protection Manager
Human Resources	Associate Professional in Human Resources (aPHR)
IT	AWS Certified Solutions Architect - Associate
IT	Microsoft Certified Solutions Associate (MCSA) – SQL Server 2012/2014
IT	Microsoft Certified Solutions Associate (MCSA) – Windows Server 2012

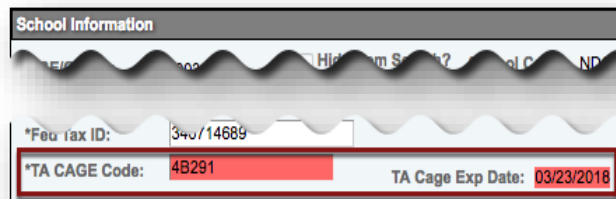
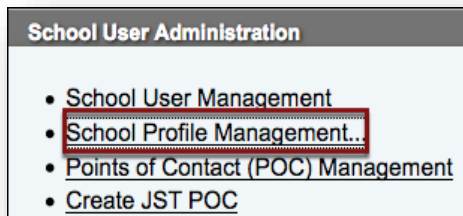
IT	Microsoft Certified Solutions Developer (MCSD) – SharePoint Applications
IT	Microsoft Office Specialist
IT	Systems Security Certified Practitioner (SSCP)
IT	CompTIA A+
IT	CompTIA Network+ ce
IT	CompTIA Security+ ce
IT	Cisco Certified Entry Networking Technician (CCENT)
IT	Microsoft Technician (MTA)
Logistics	Certified Records Manager (CRM)
Logistics	Certified Logistics Associate (CLA)
Logistics	Automotive Service Excellence (ASE) C1
Logistics	Overhead Crane
Management	Quality Inspector Certification (CQI)
Management	Certified Associate in Project Management (CAPM)
Management	Certified Lean Six Sigma Green Belt (ICGB)
Manufacturing	MSSC Certified Logistics Associate (CLA)
Medical	Emergency Medical Technician (EMT)
Medical	Certified Billing and Coding Specialist (CBCS)
Trade Skill	STAR HVACR
Trade Skill	Certified Welder
Trade Skill	Electronic Tech – ETA – I - 5
Transportation	Commercial Driver License (CDL)

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.



CREDENTIALING

Schools can now create graduate level, undergraduate lower (UnderLower) level, and undergraduate upper (UnderUpper) level courses for credentials.

Course Status: New Time Stamp: 07/26/2018 12:09:42PM Updated By: New Steven Wright

*Subject Code: MATH Click here to create new Subject Code *Catalog Nbr: 999

*Subject Group: [dropdown] *Level: [dropdown] Unit Type: Semester Hour Units: 0.00

*Course Title: [input] *Long Title: [input]

Course Materials: None

*Description: [input]

Level dropdown options: Certificate, Credential Graduate, Credential UnderLower, Credential UnderUpper, Graduate, Undergraduate Lower, Undergraduate Upper, High School

When these courses are uploaded by the school, the course level cannot be changed in the Course Planner or in the TA request.

ENHANCEMENTS

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.



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

RECORDING OF PRIMARY POINT OF CONTACT (PPOC) TRAINING AVAILABLE

The [July 2018 PPOC Training](#) slide deck, recording, and question and answer summary are available in the SOC Knowledge Base. You can also access the training at www.goSOCed.org. Select the **“Get Help”** link and click the **“Search the Knowledge Base”** button.

CONTACT US

The SOC team is committed to assisting Service members, Voluntary Education Counselors, and Institutions with providing high quality learning opportunities that prepare Service members for successful transition to civilian careers. Use the buttons below to search for frequently asked questions about our programs and services or to submit a question or comment.

SEARCH THE KNOWLEDGE BASE ←

If you need to reach us, please call:

1-800-892-7205

Monday - Friday
9am - 5pm EST
closed on Federal Holidays

SUBMIT A QUESTION OR COMMENT

GRADUATION REPORTING

To ensure that Soldiers do not take classes that are no longer advancing them toward their degree, schools must report graduations when Soldiers meet the following criteria:

- Have completed all degree requirements
- If required by the school, submitted an approved application for graduation

To report a graduation, retrieve the Student Record using the “**Student Management**” link, then select the “**Graduation Reporting**” link. **Users must have Course Administrator access to report graduations.**



If you are unable to report a Soldier’s graduation using “**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 than the degree plan you are attempting to report the graduation for, note this in the case.
- Honors (if applicable)
- Screenshot of the error message received when attempting to report the graduation

NOTE: Graduations are NOT reported for Cadet students and cannot be reported for Soldiers if the conferral date is before the active-in-program date in the student’s Program/Plan history.

REFERENCE DOCUMENTS

Step-by-step instructions for [Web Graduation Reporting](#) are available in the GoArmyEd Reference Documents.

GENERATING A LIST OF SCHOOL DEGREES

Schools can generate a list of all degrees entered in the Degree Program Management tool, including degree information, using the “**Degree Program Upload**” link.

On the Degree Program Upload page, select “**Add a New Value**”.

Select the "Add a New Value" tab, and click "Add".

Degree Program Upload

Find an Existing Value Add a New Value

School:
 Filename: NEW
 File Type: Degree File

Add

Select the "Generate Current Degree Text File" button. GoArmyEd will generate a text file that can be downloaded and exported to Excel for filtering and sorting.

Degree Program Upload

This page allows you to upload new Degree Program files, or perform a one-time update file upload for existing Degree Programs. Please select the "File Upload Instructions" hyperlink for detailed steps on how to upload a file and file format specifications.

School: UP

File Type: Degree File

Upload File File Upload Instructions

*Action: Create New Degrees

File Name	File Uploaded Date/Time	File Uploaded by	Status
<p>Generate Current Degrees Text File</p> <p>Submit Return To Search</p>			

Generate Current Degrees Text File

Submit Return To Search

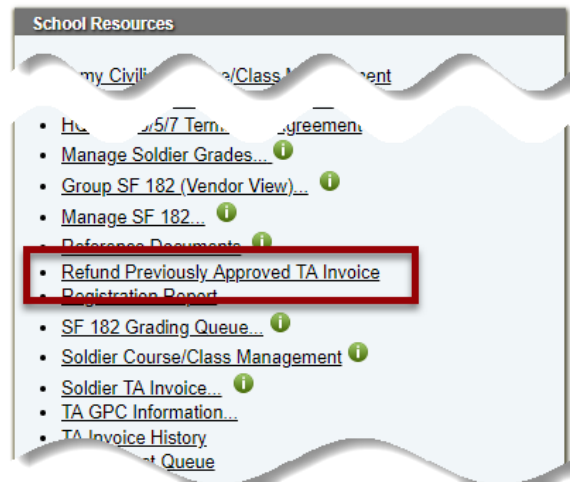
REFUNDING A PREVIOUSLY APPROVED INVOICE

The process to refund a previously approved TA invoice is a two-part process.

- **Part 1** – To perform a reduction/discount or reject a class enrollment for which your school has already received TA, your school’s Invoice Administrator must first reduce the amount using the "Refund Previously Approved TA Invoice" link. This will insert a line item on the school’s current invoice, or if the invoice has already been submitted, on the next invoice.

NOTE: If a reduction already exists, a CRM case must be opened to process additional reductions.

- **Part 2** – Once the line item appears on the invoice, the Invoice Administrator must validate the line item to complete the process.



REFERENCE DOCUMENTS

Step-by-step instructions for [Refunding a Previously Approved Invoice](#) are available in the GoArmyEd Reference Documents.

GOARMYED PROCESS AND POLICY REMINDERS

Credentials in GoArmyEd

SOC will provide schools with training and information regarding entering credentials into GoArmyEd for Soldier selection for Credentialing Assistance (CA) as it becomes available.

Tuition Assistance Cap

Current Army policy limits TA to 130 semester hours of undergraduate credit or Bachelor's 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 Bachelor's degree.

Soldiers may utilize TA for 16 semester hours per fiscal year, a \$4000 cap.

SUBMITTED QUESTIONS

- Q:** 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?

A: Certain non-LOI schools are still permitted to upload courses and classes to GoArmyEd. This function has not changed. Approval to load courses is granted by HQ ACES. Please reach out to SOC so we may do further research on this specific case since the school was previously able to upload courses and classes.

- Q:** 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.

A: GoArmyEd accounts are deactivated after 180 days of inactivity. To report a graduation for an inactive Soldier, open a Helpdesk case and provide the graduation date, GPA, and if the student graduated with honors. IBM will then enter this information into the Soldier's record.

- Q:** Students are no longer able to use the drop-down menu to request courses for TA at our school. When they click on "Choose course from home school" it will pull up the school, 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 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 we have not yet received a resolution. Can you please address this issue?

A: This is a known issue and will be resolved in a future GoArmyEd release. Helpdesk cases opened regarding this issue will be tracked and used for additional research towards a resolution. Students will need to continue to manually enter class information to request TA.

CALL Q&A SESSION SUMMARY

- Q:** Are we able to upload degree program names only, or if you upload a degree program, do you need to upload all the courses for that degree as well?

A: No, you only need to enter the degree information in the Degree Program Management (DPM) tool. Soldiers will enter the courses as needed based on their individual degree plans.

2. **Q:** One of our students trying to apply for TA had difficulty finding our school's information in VIA. From my understanding, it is listed two different ways, so I gave him both names, but he still could not find the school or program offerings for Southern University - Baton Rouge. If a student does not qualify for TA, will they still be able to access VIA and GoArmyEd, and is there any way that the school name can be changed?
A: The Soldier will need to open a CRM case to explain the situation so further research can be done by HQ ACES on the individual case. Please include any available screenshots that may assist. Please note that, several weeks ago, there was a known issue with schools not appearing in GoArmyEd. This has now been resolved. To ensure Soldiers can find your school and degree offerings in GoArmyEd, please add your degree programs in the DPM tool.
3. **Q:** How long does it take to process grades in GoArmyEd, and will the grades disappear from my missing grades list after they are posted? Grades are showing as posted, and I assumed once the grades were submitted, they would be removed from my list, but they still appear.
A: Grades should post immediately, and once submitted, should no longer appear on your missing grade list. SOC has followed up with the school to provide further assistance.
4. A Soldier submitted two TA requests, but he did not attend the classes. He instead took two other classes, but he did not submit TA Requests for those classes. What needs to be done?
A: You need to reject the enrollments for the two classes the Soldier did not attend. Because he did not request TA for the two classes he actually took, the Soldier will need to self-fund those classes. SOC provided instructions for rejecting the enrollments.
5. **Q:** Our school cannot produce a system-generated cost and class verification with all the information that GoArmyEd requires. How do we go about approval to submit manually generated cost and class verifications?
A: Open a Helpdesk case to the attention of HQ ACES. The documents your school can provide will be reviewed and a decision regarding approval for manually-generated cost and class verification will be made after the evaluation.
6. **Q:** At what point do we need to report graduations?
A: Schools should report the graduation once the Soldier has completed all degree requirements, and if required, applied to graduate.

CLOSING INFORMATION

Next Non-LOI School Call:

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