



# GOARMYED NON-LOI SCHOOL CALL NEWSLETTER



## 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, GoArmyEd COR / 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

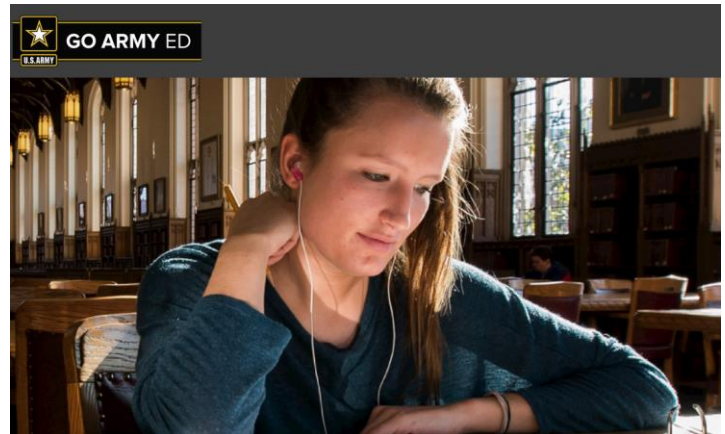
Karen Goodwin, Brianna Tringale, Susan Wolozyn – GoArmyEd Liaisons

Su-Mei Hedges, Programs & Systems Analyst

### IBM

Christina Milne, Sustain Program Manager

Ruth Perez, Patricia Taylor, Diana Duparl – Degree Management Specialists



## NON-LOI SCHOOL WEBINAR RECORDING & SLIDE INFORMATION

Replay number: 1-888-448-4808, Passcode: 4654

Playback available until 29 December 2017

Presentation slides are available [here](#).

## TOPICSS OF DISCUSSION FROM HQ ACES

## OPENING REMARKS

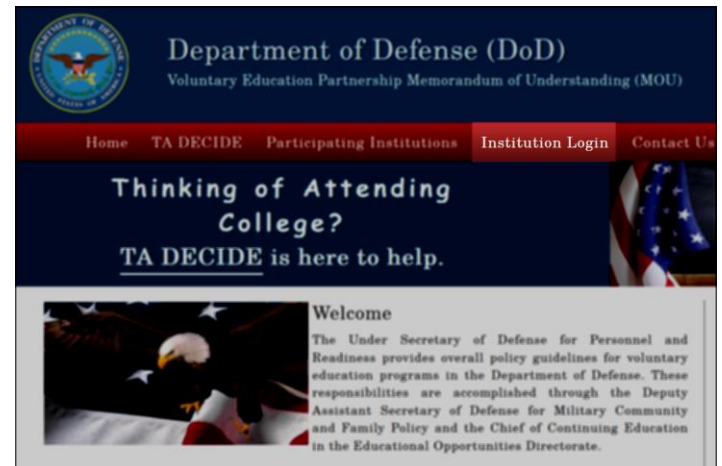
by Dr. Raymer

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 of your efforts in supporting Soldiers be cognitively flexible, an active learner, culturally agile, tolerant to uncertainty, mentally resilient, a prudent risk taker and a divergent thinker -all competencies that are part of the cognitive Soldier end state.

## FINANCE TEAM

### DOD MANDATORY TUITION RATE TABLES

Institutions will be required to submit their Tuition Assistance Costs in the DoD Memorandum of Understanding (MOU) website. The Army will begin pulling these costs from the database and use these as the verified cost of tuition for each institution. Schools are encouraged to begin logging into the website [www.dodmou.com](http://www.dodmou.com) and submitting their current tuition rates.



## GOARMYED TEAM

### GOARMYED TIMING OUT ISSUE

HQ ACES has been notified by schools that many times while working an issue or invoicing GoArmyEd times out. There is a Change Request (CQ) addressing this and should be addressed in the next system update in February.

## GOARMYED PROGRAMS TEAM

### CHAPLAINCY/56A APPOINTMENT REQUIREMENTS

Chaplaincy/MOS (Military Occupational Specialty) 56A appointment requirements – Appointment standards for military chaplains are covered by DoDI 1304.28 and Army Regulation 165-1.

Educational requirements for appointment include completion of a baccalaureate degree consisting of at least 120 semester hours (180 quarter hours), followed by completion of a graduate degree program in Theology or related subjects. The total required hours must not be less than an aggregate of 72 hours, of which at least half must be in the fields of theology or religious philosophy, religious ethics, general religion, world religions, the practice of religion, and a faith group's foundational writings.

Both undergraduate and graduate degrees must be from accredited educational institutions recognized by the U.S. Department of Education. Unaccredited institutions may seek an exception to policy for specific applicants by meeting specific requirements as outlined in DoD and Army regulations. Both undergraduate and graduate degree requirements can be met by attendance at either brick and mortar or on-line institutions. Army chaplains can serve in either the Active or Reserve components; however, for Active Duty accessions, the applicant must have a minimum of 2 years of full-time professional experience following the completion of educational requirements. These are the Army's requirements. Secretaries of the Military Departments may impose additional professional requirements.

### SCHOOL ACCIDENTAL REJECTIONS

Occasionally schools accidentally or erroneously reject a Soldier's TA request. When this happens, the Army will evaluate each situation on a case-by-case basis. Generally, if the rejection was due to human error, such as a typo in the course title or number, HQ ACES will approve the invoice. However, in all other cases, like the institution reducing the tuition amount, or advising the Soldier to enroll in a different class after the start date, HQ ACES will typically ask SOC to intervene on behalf of the Soldier to request that the school grant a tuition waiver. HQ ACES must do this, not only because of being bound by DoD and Army policy, but also because as the largest service, the Army processes over 300K TA requests each year, and HQ ACES simply would not have the manpower to go back to correct TA requests where errors were made that violate TA policy.

This is the same way HQ ACES handles errors made by Soldiers. Beyond a simple "fat-finger" typo, there are only very limited circumstances where TA is funded for a class after the start date. These include cases where the rejection was caused by an error made by the Soldier's Army education counselor; by a GoArmyEd system

malfunction; or if the school cancels the class. In this case, the Soldier must provide the cancellation notice from the school, and the Soldier has five business days from the date of the notice to request a replacement class.

## NO DUAL DEGREES IN GOARMYED

Army TA policy restricts Soldiers to pursue only one degree at a time, and only one degree at each level—including postsecondary certificates or diplomas, through Master's degrees. First professional degrees and doctoral degrees are not allowed. Soldiers cannot use TA to pursue a dual degree program. The Soldier's degree plan must clearly show that the program of study will culminate with a single diploma. Therefore, if the Soldier remains within established annual and lifetime TA caps, a Soldier could pursue a double major, or major-minor; however, in the case of compressed dual degree programs, such as a 3+2 Bachelor's/Master's program, the degree plan in GoArmyEd must initially reflect Bachelor's level and the school must confer the Bachelor's degree in GoArmyEd before TA will be authorized toward a Master's degree.

## CADET COMMAND SCHOOLS

HQ ACES received some calls asking why cadet students are requesting fees and room and board to be paid. Cadets are part of a different command and other costs are paid for their education needs. The Active Duty Soldiers are only allowed to have tuition paid for using TA.

## ARMY CONTINUING EDUCATION DEGREE PROGRAM (CEDP) IMPLEMENTATION

Army University (Army U) has directed TRADOC proponents and their Centers of Excellence (CoE) to expand public and private partnerships to develop opportunities for Soldiers with Education Institutions (EI) that support the Soldier's education goals while increasing their capacity for innovation and creative thinking. Working with local ESO, proponents will develop Academic Articulation Agreements with (EI) for blended and online delivery of (CEDP).

Army Continuing Education System, through its installation ESOs, provides garrison commanders the expertise to assist TRADOC schools and Army U in selecting the optimum EIs and degree programs that offer the best quality, value and flexibility to meet the needs of the proponents and Soldiers. These procedures will ensure all Academic Articulation Agreements will be properly reviewed by the Staff Judge Advocate (SJA) and selected EO meets and adheres to statutory and DoD requirements.

If no pre-existing agreements exists to satisfy the proponent CEDP, the proponent will collaborate with the installation ESO to articulate proponent's needs. This will include level of degree(s), mode of delivery, MOS(s) or Career Management Field (CMF) affiliated with the degree program, and average throughput of soldiers annually. The ESO will solicit, screen and recommend proposals received from local EIs that best meets the proponent needs.

If no pre-existing agreements exists to satisfy the proponent CEDP and the ESO cannot find local EIs that best meets the proponents needs, a request for proposals will be submitted to Army U who will review and submit request to U.S. Army Human Resources Command, Army continuing Education Division on behalf of the proponent for solicitation through GoArmyEd. HRC ACED will solicit, screen, and submit eligible proposals to Installation ESO, proponent, and Army U for review and selection of EI and degree. The proponent will then develop a CEDP academic articulation agreement with the EI and proponent as signatories.

## **Did you know?**

HQ ACES recently analyzed the enrollment data for FY16-18, and the data shows that Soldiers tend to enroll in classes in GoArmyEd an average of 22 days before the start of their classes. This generally holds true across all components as the Active Duty Soldiers enroll 22 days before and Reserve Soldiers (both NG and AR) 21 days before the start of their classes.

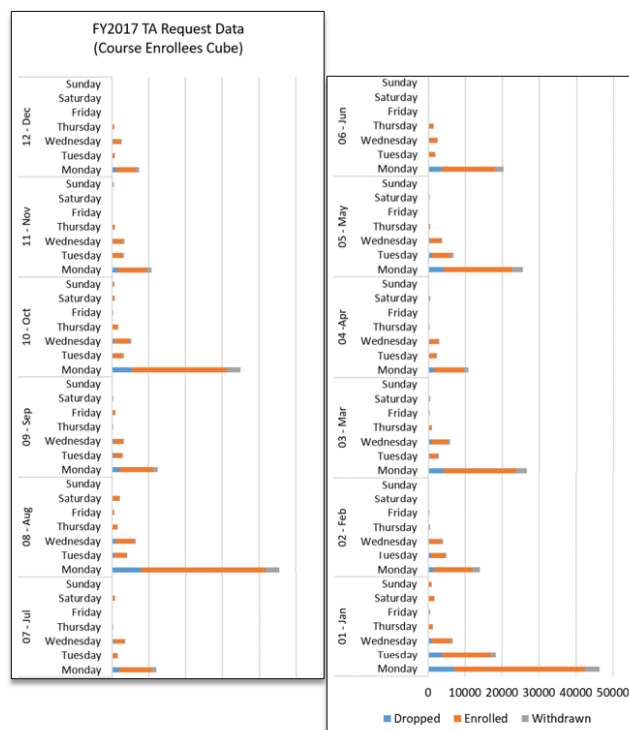
The data also shows that Soldiers enrolling in graduate level classes consistently tend to enroll 2-4 days earlier than those pursuing an undergraduate degree.

Counselors will continue to encourage early class enrollments, as late enrollments have a potential to create add/drop problems and may result in TA recoupment.

## MORE INFORMATION

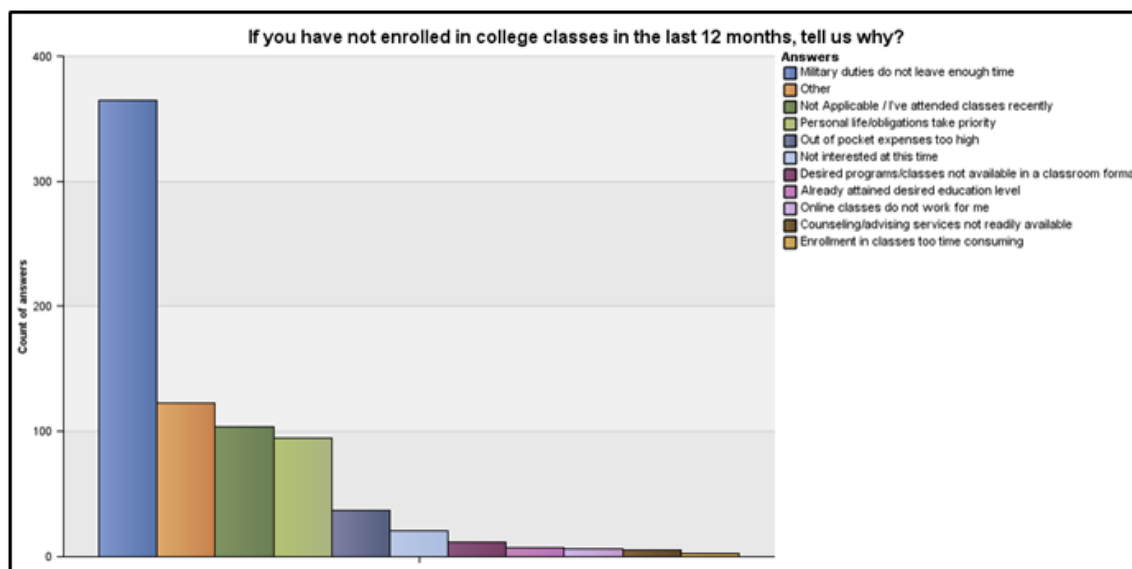
### Monday, Monday...

According to data collected from GoArmyEd, Monday is the day when the majority of enrollments, drops, and withdrawals take place



## EDUCATION NEEDS ASSESSMENT IN GOARMYED

See responses when a Soldier is asked why he or she has not enrolled in college classes in the last 12 months. The graph below shows responses for a selected education center.



## ADDITIONAL DATA

HQ ACES analyzed responses from a Pulse survey which is a one question survey through GoArmyEd. Soldiers were asked: How satisfied are you with GoArmyEd?

Responses were collected from the month of October and the number one issue is Passwords.

The primary complaint is the passwords are too long and too complicated.

These are Army requirements, as well as from the National Institute of Standards and Technology.

The second largest complaint was concerning holds. Business rules apply for different reasons, a Flag to the Soldier's account causes a "Hold" on the Soldiers account preventing them from requesting TA. If a Soldier states

he has a “Hold” please refer them to their Army Education Counselor. The counselor can review the hold and in some instances, remove or defer the hold for the Soldier.

The third largest complaint concerning GoArmyEd is selection of Master’s degree in VIA. Soldiers are concerned when they cannot select the Master’s degree even though they have earned their Bachelor’s degree. Soldiers cannot change their educational level in GoArmyEd, they need to change this information with their Army Personnel Office. Once the educational level is reflected in their personnel record, it will be sent to GoArmyEd.

## TOPICS OF DISCUSSION FROM IBM

### SCHOOL LOGO REMINDER

School Point of Contacts (POCs) can still 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:

- Must be .PNG or .GIF file type
- Must be in grayscale format
- Must have transparent background
- Minimum size of 60 pixels in width by 60 pixels in height
- Maximum size of 120 pixels in width by 100 pixels in height

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, [School Logo Quick Reference](#).

### DEGREE PROGRAM MANAGEMENT (DPM) TOOL TRAINING MATERIALS

As a reminder, there are several training materials and technical specifications about the Degree Program Management tool available from the GoArmyEd Reference Documents page:

[Degree Program Management Tool Overview and FAQs](#)

**Adding and Modifying Degree Information in GoArmyEd:**

[Degree Program Management Overview Part 1](#)

[Degree Program Management Overview Part 2](#)

**Technical Specifications – Uploading Degree Program Data:**

[Degree File Upload Instructions](#)

### RELEASE ENHANCEMENTS

- **Grade Point Average (GPA) Calculation:** If a Soldier retakes the same class and receives a higher grade, the higher grade will now be used in the GPA calculation in GoArmyEd.
- **New Password Reset Option:** Soldiers can now reset their password by choosing to receive a token via text. Soldiers will have to enter their cell phone number in GoArmyEd on their Account Information page to utilize this functionality.



## TOPICS OF DISCUSSION FROM SOC

## NEW SOC - IBM

SOC has changed contract managers and is currently under IBM. Your SOC staff has undergone minor changes, however the service has not changed. SOC continues to be institutions' resource for assistance with the GoArmyEd. If you have any questions or need assistance please reach out to any of our staff members.

## SOC GOARMYED STAFF:

Stephanie Kahne - SOC GoArmyEd Lead

Karen Goodwin, Brianna Tringale and Susan Wolozyn, SOC GoArmyEd Liaisons

Webpage: <http://www.goSOCed.org>

Phone Number: 1-800-892-7205

## GOARMYED STUDENT AGREEMENT POLICIES

All processes within GoArmyEd for submitting Student Agreements, eFile upload, approving Course Planners or any other policies pertaining to Soldiers using TA are still in place and **have NOT changed**.

➤ Full Developed Degree Plans (FDDPs)	<b>NO CHANGE</b>
➤ Drop-down Degree Plans (DDDPs), <u>not</u> SOC DNS	<b>NO CHANGE</b>
➤ Drop-down Degree Plans (DDDPs) <u>and</u> SOC DNS	<b>CHANGE:</b> <ul style="list-style-type: none"> <li>✓ Use the new SOC DNS SA template</li> <li>✓ Submit to the Soldier as usual</li> <li>✓ <b>Also</b> submit using new SOC process via <a href="http://www.goSOCed.org">www.goSOCed.org</a></li> </ul>

**REMEMBER:** A signed copy of the Student Agreement **MUST** be provided to the Soldier.

## SOC DNS STUDENT AGREEMENT SUBMISSION PROCESS

## NEW STUDENT AGREEMENT TEMPLATE

The new SOC DNS Student Agreement template can be found on [www.goSOCed.org](http://www.goSOCed.org).

To locate the new SOC DNS Student Agreement template:

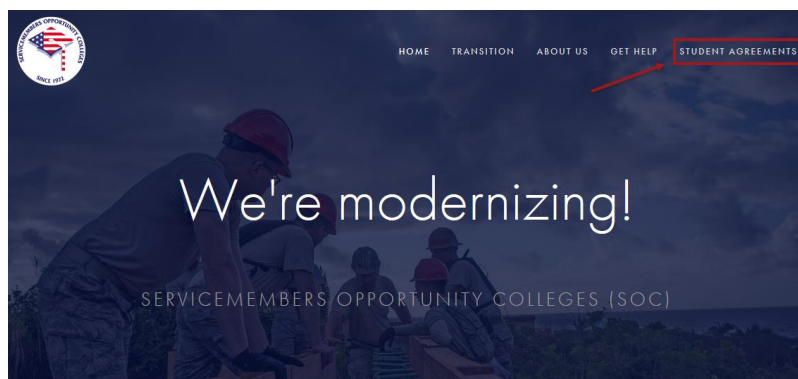
**Step 1:** From the homepage select the "Student Agreements" link in the top right corner.

**Step 2:** Select the "Download the SOC DNS Student Agreement Form" link and save the template.

## TO SUBMIT YOUR SOC DNS STUDENT AGREEMENT(S) TO SOC:

**Step 1:** On the SOC DNS Student Agreement page, select the "Submit Student Agreement" button.

**Step 2:** Fill out the required fields of the Student Agreement ticket (designated by a **red asterisk \***).



**Step 3:** Attach the SOC DNS Student Agreement form to the ticket.

**Step 4:** Select the “Submit” button.

The submitted ticket will route to the SOC DNS team for processing.

**Note:** Prior to submission, users may select the “SOC Knowledge Base” link at the top of the submission form for additional guidance on submitting Student Agreements.

SOC will be constantly updating the Knowledge Base with articles concerning popular topics and helpful hints designed to help schools with daily SOC business and to answer any lingering questions.

Servicemembers Opportunity Colleges (SOC)

Complete the form below to submit a ticket to SOC. For guidance on submitting Student Agreements, visit the [SOC Knowledge Base](#)

Category \*

Your Name \*

Your Title

Your Email \*

Your Phone Number \*

Your Institution Name / Organization

Description of Concern \*

Priority \*

High

Student Agreement or Other File Upload (Max 10MB)

Choose File No file chosen

Submit New Ticket

Powered by LiveHelpNow

## BULK-LOADING SOC DNS STUDENT AGREEMENTS

While the ticketing tool can only accommodate one file per ticket, and that file is limited to 10 MB, there is a workaround that will allow schools to submit up to 300 student agreements in one ZIP file.

## NON-LOI GOARMYED TRAINING DOCUMENTS

Training documents are available for Non-LOI schools and can be found by selecting the Green Question Mark at the top left hand corner of any GoArmyEd Page. Select the “Reference Documents (Training Materials)” link in the box on the right-hand side of the page.

When the page opens, select “Non-LOI Training” in the drop-down menu. A list of all training documents will display. Select the appropriate Topic or Name of the training required. The training documents will have a variety of formats including PDFs and Instructional Videos.

## NON-LOI LATE GRADES AND LATE GRADE ENTRY PROCESS

### LATE GRADES

Remember institutions are required to submit grades to GoArmyEd within 14 days of the class ending date. If your institution is late in reporting a Soldier’s grade it will generate a hold on their account and will prevent future enrollment.

On the Reference Documents page are step-by-step instructions for submitting grades into GoArmyEd:  
[https://www.goarmyed.com/docs/pdf/159\\_Non-LOI\\_Grade\\_Entry\\_Process.pdf](https://www.goarmyed.com/docs/pdf/159_Non-LOI_Grade_Entry_Process.pdf)

## MORE INFORMATION

**Hint:** View the SOC Knowledge Base Article:

[“How do I submit multiple Student Agreements at a time?”](#)

Helpdesk

Case Activity

Open Cases

No Open Cases found.

Closed Cases

No Closed Cases found.

Instructional Videos and Training Resources

Soldiers

Army Civilians

Other Training and Reference Guides

Reference Documents (Training Materials)

GoArmyEd Assistance Center

Launch Pocket Reference Guide

GoArmyEd FAQs

General Technology Support

Reference Documents

Below is a list of reference documents to assist you with performing transactions using the GoArmyEd portal. Use the Document Category drop-down list to organize the documents by the intended audience and sorted by the document type and title. Document types may include step-by-step instructions, process flowcharts, quick references, and technical specifications. Click the PDF link to display the Graphics & Text version or the HTML link to display the Text Only version. When the date in the 'Date Modified' column is in bold red print, this indicates that the document is new or has been revised within the past 30 days.

HINT: Use CTRL F on your keyboard to enter a keyword in the Find field that appears.

Select a Reference Document Category: Non-LOI Training

Document Type	Name	Description	Graphics & Text	Video	Text Only	Date Created	Date Updated
Step-by-Step Instructions	How to Process an Invoice for Cadet Students	This instructional video explains the process for an Invoice Administrator submitting an invoice for Cadet Student courses for approval by U.S. Army Cadet Command (USACC).	Pdf		Not Available	11/1/2016	9/28/2017
Technical Specifications	Technical Specifications - Degree File Upload Instructions	This document provides instruction for preparing upload files for Degree Program data. Schools should use this document when preparing documents for upload to the Degree Program Management tool.	Pdf		Not Available	4/3/2015	8/29/2017
Technical Specifications	Technical Specifications - Uploading Non-LOI Course and Class Data	This document provides schools information on preparing files to upload courses and classes in GoArmyEd.	Pdf		Not Available	3/4/2014	8/10/2017

Document Type	Name	Description	Graphics & Text	Video	Text Only	Date Created	Date Updated
Step-by-Step Instructions	Non-LOI School - Grade Entry Process	This step-by-step instruction document addresses the process for entering grades on the Web-Based Roster in GoArmyEd.	Pdf	Not Available	Not Available	9/29/2009	1/11/2017

If further instructions are needed on posting grades or rejecting an invoice, please contact SOC in order for the team to provide guidance.

## GRADUATION REPORTING

Schools must report a Soldier's graduation when the Soldier meets the following criteria:

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

Users with Course Administrator access can report graduations. Step-by-step instructions for graduation reporting are available here: [Non LOI Web Graduation](#)

## SUBMITTED QUESTIONS

1. **Q:** Previously we were told schools can only invoice for tuition in GoArmyEd, however we recently received "Cadet Payment Requests" asking for reimbursement for "Room & Board/tuition, Fees". Can this be explained?

**A:** Cadet Command and Army Continuing Education are 2 different entities within the GoArmyEd system, and the Cadet Command should have their own Point of Contact at your school for Cadet Command business. If you are seeing anything about Cadet Command payments or if you are being billed for anything related to Cadet Command, you should be reaching out to Cadet Command to resolve those issues. If you are not the Point of Contact for Cadet Command, someone at your school should have been designated as such and should be handling all Cadet Command business. If you aren't sure who this person is, please contact SOC and they will get in touch with HQ ACES to assist further.

2. **Q:** Can the schools have an explanation as to why we can only invoice or make corrections every three months?

**A:** There are a large number of Soldiers utilizing TA. To manage the flow of invoices into GoArmyEd, Non-LOI schools are given access to invoice or make corrections once a quarter.

## CALL Q&A SESSION SUMMARY

1. **Q:** If the local ESO has rejected a request for an Exception to Policy (ETP) but the Soldier believes there is a valid reason for the request, is there anyone else the Soldier can speak to about an ETP?

**A:** ETP review begins with the Education Services Office (ESO) at the local Education Center. If the Soldier feels more information may need to be reviewed, they can open a Helpdesk case in GoArmyEd. The case will be returned to the ESO, however it is encouraged the Soldier provide all evidence in support of the case.

2. **Q:** When applying Federal Tuition Assistance (FTA) do you apply State TA first or FTA?

**A:** Each State varies on how to apply TA. In most cases FTA is applied first then State TA. However, check with your state policy. You may contact a local Education Center in your state, these contacts can be found on the public page of GoArmyEd.com.

3. **Q:** Our institution is receiving a Commercial and Government Entity (CAGE) Code error. When we access our school profile and try to update the expiration date we are not able to save the changes.

**A:** Please submit a Helpdesk case through GoArmyEd. This occurs sometimes and HQ ACES staff or IBM will be able to make the corrections.



4. **Q:** Ft. Hood has released a proposal for institutions to submit to offer programs on post. One of the requirements is to be a SOC member. How does an institution become a SOC school?

**A:** This was a previous requirement and is no longer necessary. Institutions do not have to be a member of SOC to submit proposals. SOC Degree Network Schools are determined through Calls for Programs which occur on an annual basis.

5. **Q:** Soldiers have been entering tuition based on dividing the cost by the credit hours. Is this correct?

**A:** Yes tuition is based on tuition only and no fees, and by a per credit hour rate.

## CLOSING INFORMATION

### Next Non-LOI School Call:

The next GoArmyEd Non-LOI school call is tentatively scheduled for February 2018.

The focus of the call will be on Joint Service Transcripts and applying MOS credit to degree requirements.

### Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at [www.goarmyed.com](http://www.goarmyed.com). For SOC specific inquiries, please submit a ticket at [www.goSOCed.org](http://www.goSOCed.org).