

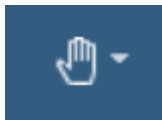
# Webinar Information

## Welcome to the November 2017 GoArmyEd LOI School Webinar

This webinar will be recorded. The recording will be sent to schools soon after the call and will also be available in the GoArmyEd Message Center.

There will be time for questions after the presentations and previously submitted questions. To ask a question:

- If you have a microphone:



Raise your hand and request to speak by clicking the hand symbol in the top right of the webinar screen.

- If you do not have a microphone:



Click the Meeting Stream icon on the left sidebar of the webinar screen. Type your question in the chat box at the bottom of the meeting stream.

***GoArmyEd - The Army's Virtual Gateway to Education  
– Anytime, Anywhere***



**GoArmyEd LOI School Webinar**

**28 November 2017**

**1:00 pm-2:30 pm EST**

**Subject Matter Experts**

Headquarters Army Continuing Education System (HQ ACES)

IBM, Army Technology Integrator

Servicemembers Opportunity Colleges (SOC) GoArmyEd Team



**GO ARMY ED**

# GoArmyEd Introductions

## Headquarters Army Continuing Education Services (HQ ACES)

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



## IBM Team

- **Christina Milne** - Sustain Program Manager
- **Ruth Perez** - Degree Management Specialist, IBM
- **Patricia Taylor** - Degree Management Specialist, IBM
- **Diana Duparl** - Degree Management Specialist, IBM

# GoArmyEd Introductions

## Servicemembers Opportunity College (SOC) GoArmyEd Team

- **Stephanie Kahne**, SOC GoArmyEd Lead
- **Susan Wolozyn, Karen Goodwin & Brianna Tringale**, SOC GoArmyEd School Liaisons
- **Su-Mei Hedges**, Program & Systems Analyst

# HQ ACES Information

## Finance Team

DOD Mandatory Tuition Rate Tables Dates to Be Determined



# HQ ACES Finance Team

Secure | <https://dodmou.com>

Department of Defense (DoD)  
Voluntary Education Partnership Memorandum of Understanding (MOU)

Home TA DECIDE Participating Institutions **Institution Login** Contact Us FAQ Search

**Thinking of Attending College?**  
**TA DECIDE is here to help.**

**Welcome**  
The Under Secretary of Defense for Personnel and Readiness provides overall policy guidelines for voluntary education programs in the Department of Defense. These responsibilities are accomplished through the Deputy Assistant Secretary of Defense for Military Community and Family Policy and the Chief of Continuing Education in the Educational Opportunities Directorate.

**Application for DoD MOU**  
The revision to the Department of Defense Instruction (DoDI) 1322.25, "Voluntary Education Programs," includes an appendix containing the DoD Voluntary Education Partnership Memorandum of Understanding (MOU) between DoD Office of the Under Secretary of Defense for Personnel and Readiness (USD/P&R) and educational institutions. DoD policy requires educational institutions that wish to participate in the DoD Tuition Assistance (TA) Program to sign an MOU conveying the commitments and agreements between the educational institution and DoD prior to an educational institution receiving funds from a service's TA program. The memorandum and a list of educational institutions that have signed can be found at <https://www.dodmou.com>.

To get started with the DoD MOU Verification Application, follow these three steps:

- 1
- 2
- 3

**Latest News**  
**Important Information and Guidelines About the Use of DoD Seals, Logos, Insignia, and Service Medals**  
The Department of Defense Branding and Trademark Licensing Program Office, in collaboration with the Military Service Trademark Licensing Office and the DoD Voluntary Education program, developed and published a new guide related to the use of official seals and other protected logos, insignia and marks of the DoD and Military Service.  
[Click here to view the guide.](#)

**Resources**  
**DoD Voluntary Education Introduction Video**  
The Department of Defense Voluntary Education program shapes quality educational experiences that enrich, foster, and develop the lives of service members. This video provides an introduction to the Voluntary Education vision, mission, and role in supporting military students.

Web address is [www.dodmou.com](http://www.dodmou.com)

Log in using your Institution Login

Rate Tables are available inside the DoD MOU portal for schools.

Beginning Date To Be Determined

# HQ ACES Information

## GoArmyEd Team

GoArmyEd Timing Out issue

## Programs Team

Chaplaincy/56A appointment requirements

School Accidental Rejections

Input data

Improper rejection / enrollment

No Dual Degrees in GoArmyEd-TA will not pay

Cadet Command Schools

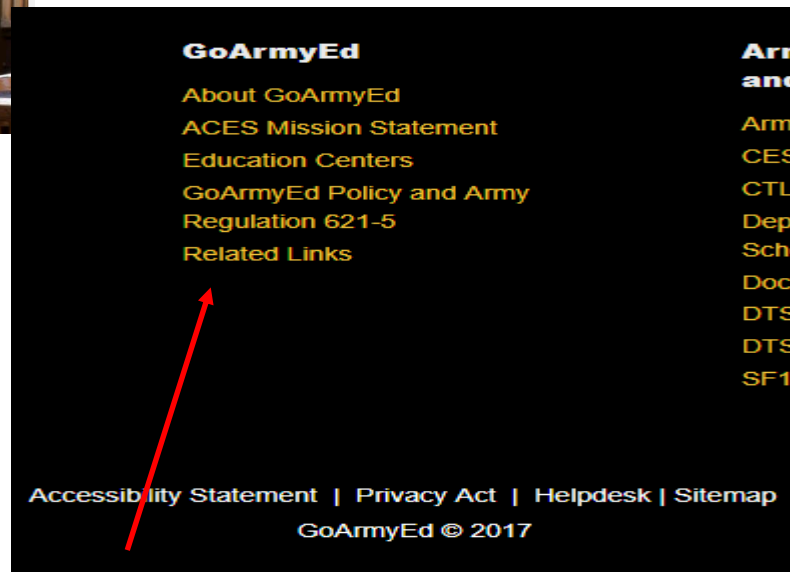
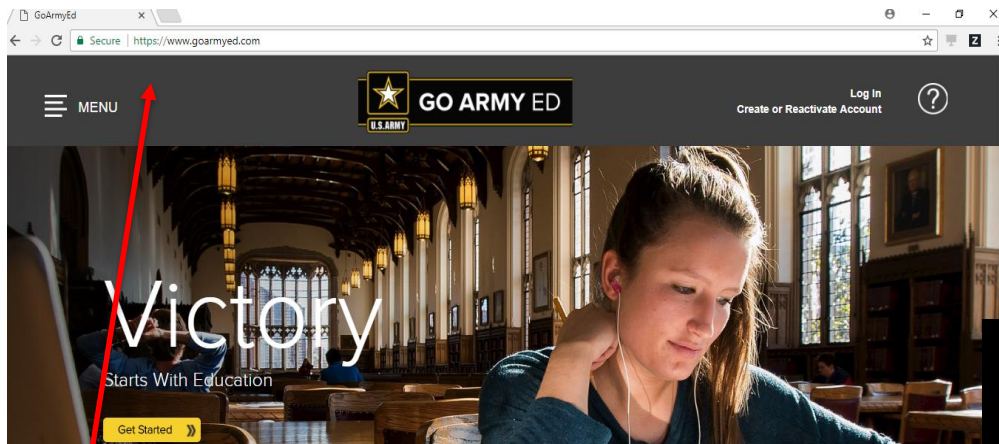
CEDP Process

'Degree Title:	<input type="text" value="MBA/MSN-LH"/>	
'Description:	<input type="text" value="MBA/MSN-NurLdrHCS"/>	Example: AA-Gen Stud/Lib Arts (AA-GSLA)
'Long Description:	<div><span>i</span> <input type="text" value="Master of Business Administration and Master of Science in Nursing with an Emphasis in Nursing Leadership in Health Care Systems (MBA/MSN-LH)"/></div>	<div>Example: Associate of Arts in General Studies and Liberal Arts (AA-GSLA)</div>





# CEDP Process



## Request for Proposal

- [Cybersecurity Susp. 16 Sep 17](#)
- [Leadership / Workforce Development Susp. 25 Sep 17](#)
- [Emergency Management - Environmental Management and Safety \(OHS\) - Emergency Disaster Management](#)
- [Invitation to Educational Institutions to submit academic programs proposal for Fort Hood Community](#)
- [Certificate Programs in Instructional Design, Training Development, Adult Education, or industry-recognized vocational credentials in teaching or curriculum design that may lead to possible Associate, Bachelor or Graduate degrees](#)



# CEDP Process

## Request for Proposal – Associate / Bachelor Degree in Emergency Management, Environmental Management and Safety (OHSA), Emergency Disaster Management

HQACES is offering an opportunity to partner with Army University by offering Associate and Bachelor degrees that are linked to Soldier military training and experience, with academic credit leading towards a Post-Secondary degree.

Army Continuing Education Division is calling for Continuing Education Degree Proposals (CEDPs) for Associate and or Bachelor Degrees that support knowledge, skills and abilities developed while serving the military. These CEDPs provide options for Soldiers to have pathways to a Post-Secondary Degree. The degree programs requested are specifically aligned to Chemical, Biological, Radiological, and Nuclear (CBRN) Specialist (74D).

### Criteria for these proposals include:

1. Is school a DoD MOU Signatory?
2. Does school offer in seat and online options for degree program offered?
3. What is the cost of tuition?
4. What other costs will Soldier be responsible for?
5. Does school accept ACE recommended credit? If yes, please include how ACE-recommended MOS credits for MOS 74D series are awarded at the 30, 40 and 50 levels. When in the degree seeking process are the non-traditional credits awarded?
6. Does school have articulation agreements with other schools? If yes, please identify any existing agreements (in-state, 2+2, degree completion).
7. Is this degree program Title IV eligible?
8. Number of current Service member enrollments in this program?

To submit your proposal, follow the directions below:

1. Go to GoArmyEd.com
2. In footer, click "Related Links"
3. Select file "Request for Proposal"
4. Answer criteria
5. Complete Input Data sheet
6. Submit completed packet to an email address provided

Support: 6 November 17

Instructions

Input Data here



# CEDP Process



## Degree Requirements Summary

Associate / Bachelor Degree in Emergency Management,  
Environmental Management and Safety (OHSA)

Please complete requirements based on Soldier Skill Level.

Please send the completed form to: [usarmy.knox.hrc.mbx.tagd-aces@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces@mail.mil)

Helpful Links:

[ACE Occupation \(MOS\) Search](#)

[ACE Course \(Military School\) Search](#)

Name of School:

School Official:

Phone:

Email:

Title of Degree:

Academic Degree Level:

Type of Academic Units Used:

Total Number of Units:

### Types of Transfer Credit Accepted

Degree Plan Requirement (Courses)	Number of Units Required	Number of MOS Credits	Number of Army School	Types of Credit by Examination Accepted	Class Modality (DL / Classroom)	Notes
A.						
B.						
C.						
D.						

Instructions

Input Data here



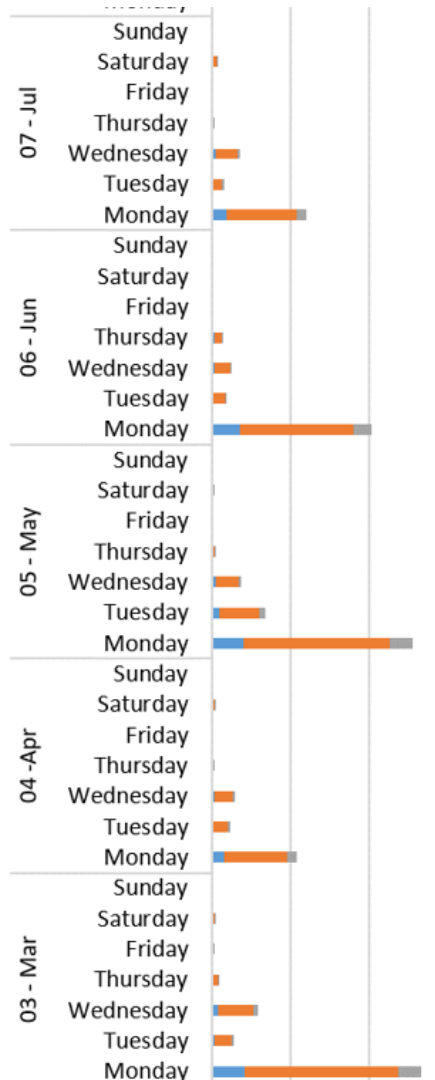
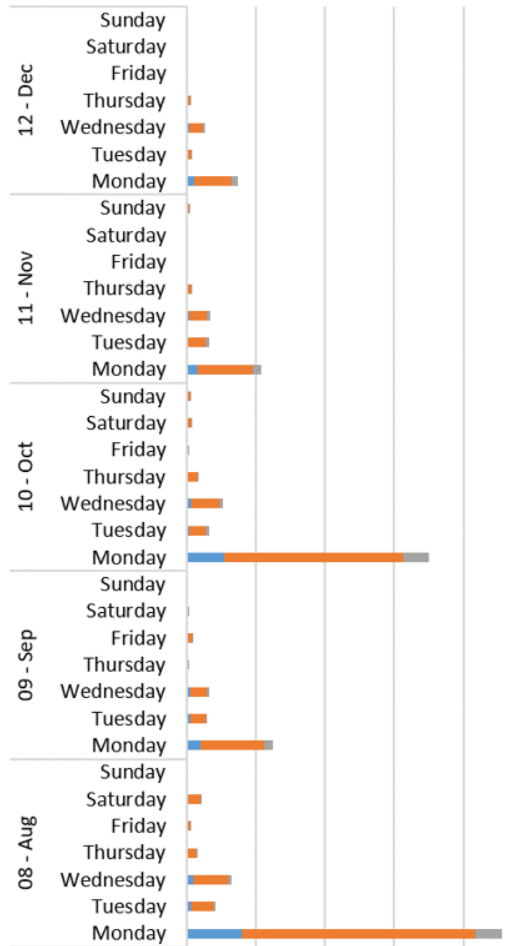
# Did you know?

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.

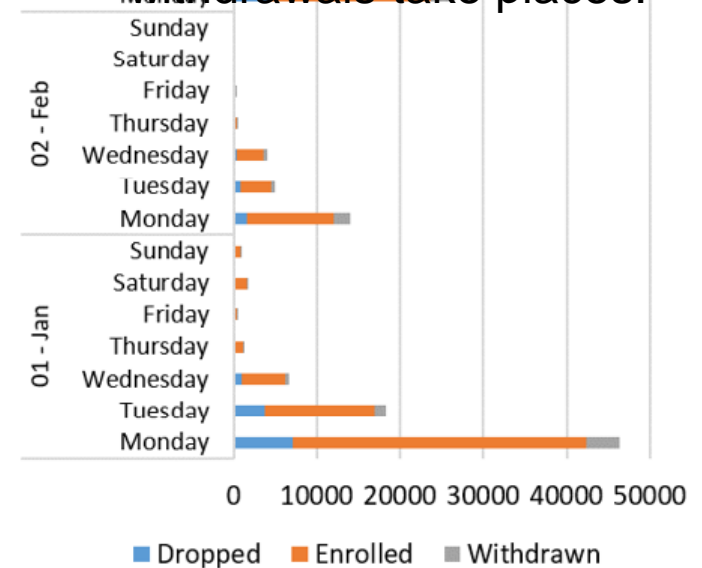
Counselors will continue to encourage early class enrollments, as late enrollments have a potential to create add/drop problems and may result in TA recoupment.

FY2017 TA Request Data  
(Course Enrollees Cube)

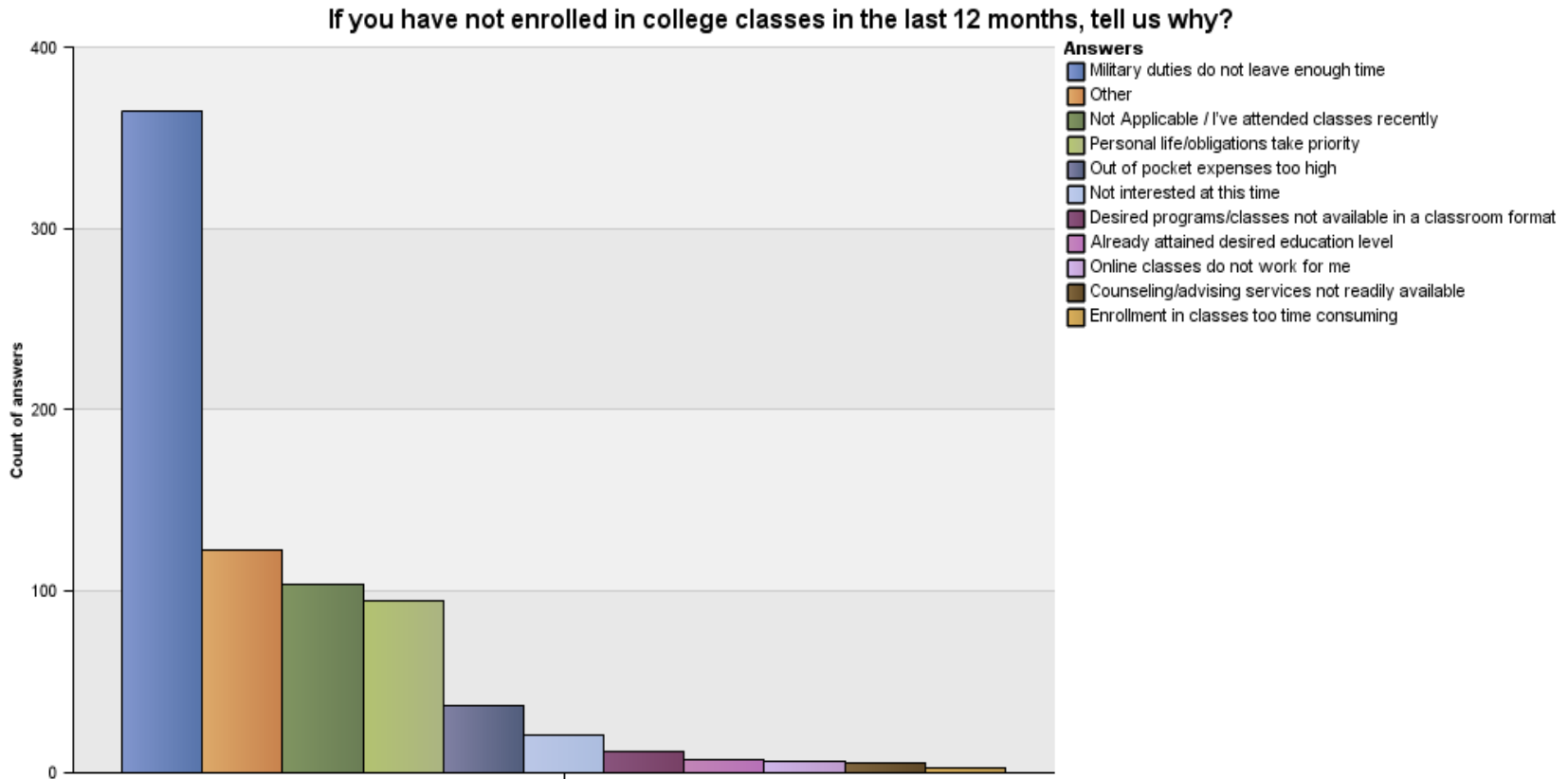


# Monday, Monday...

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



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.



# IBM Information

1. School Logo Reminder
2. Next Maintenance Window
3. Degree Program Management (DPM) Tool Training Materials



# School Logo Reminder

School POCs can 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:

- File type of .PNG or .GIF
- Grayscale format
- Maximum size of 120 pixels in width by 100 pixels in height
- Minimum size of 60 pixels in width by 60 pixels in height
- Transparent background

School Data Points of Contact SDN Data School Logo

### Update School Logo

School/Vendor:

School Name:

You may use this page to upload your school or vendor's logo for display on the GoArmyEd website. Supported file types include .PNG and .GIF. Images must be no larger than 120 pixels in width and 100 pixels in height and must be in grayscale (rather than color) for the file to be approved.

For best visual representation, ensure the logo is centered in the 120 px by 100 px area, minimum of 60 px in width and 60 px in height on a transparent background.

Note: By uploading your school's logo, you are providing the U.S. Army authorization to display this logo on the GoArmyEd website.

**Add/Update Logo**

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.

[https://www.goarmyed.com/docs/pdf/239\\_QR\\_POCs\\_School\\_Logo\\_Upload.pdf](https://www.goarmyed.com/docs/pdf/239_QR_POCs_School_Logo_Upload.pdf)



# Next Maintenance Window

- Next GoArmyEd Maintenance Window:  
Saturday, 16 December 2017  
12 p.m. to 6 p.m. ET.
- Reminder will be posted in the Message Center  
Friday, 1 December 2017

# 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:

- [https://www.goarmyed.com/docs/pdf/219\\_QR\\_DPM\\_Tool\\_and\\_FAQ.pdf](https://www.goarmyed.com/docs/pdf/219_QR_DPM_Tool_and_FAQ.pdf)

## Adding and Modifying Degree Information in GoArmyEd:

- [https://www.goarmyed.com/docs/pdf/217a\\_VIA\\_Degree\\_Program\\_Management\\_Overview\\_Part\\_1\\_Modules\\_1-4.pdf](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](https://www.goarmyed.com/docs/pdf/217b_VIA_Degree_Program_Management_Overview_Part_2_Modules_5-7.pdf)

## Technical Specifications – Uploading Degree Program Data:

- [https://www.goarmyed.com/docs/pdf/Degree\\_File\\_Upload\\_Instructions.pdf](https://www.goarmyed.com/docs/pdf/Degree_File_Upload_Instructions.pdf)

# SOC Information

1. New SOC-Introductions
2. SOC DNS schools new SA template
3. NO changes to SA policies in GoArmyEd
4. New FDDP Revision Process – No Revision Workbook
5. Late Grades and Late CRM cases
6. Graduation Reporting



# SOC-IBM

## SOC GoArmyEd Staff

- **Stephanie Kahne**, SOC GoArmyEd Lead
- **Karen Goodwin, Brianna Tringale & Susan Wolozyn**, SOC GoArmyEd Liaisons
- **Su-Mei Hedges**, Database Administrator

Temporary Webpage: [www.goSOCed.org](http://www.goSOCed.org)

Contact Phone number: 1-800-892-7205

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

- Full Developed Degree Plans (FDDPs)

**NO CHANGE**

- Drop-down Degree Plans (DDDPs), not SOC DNS

**NO CHANGE**

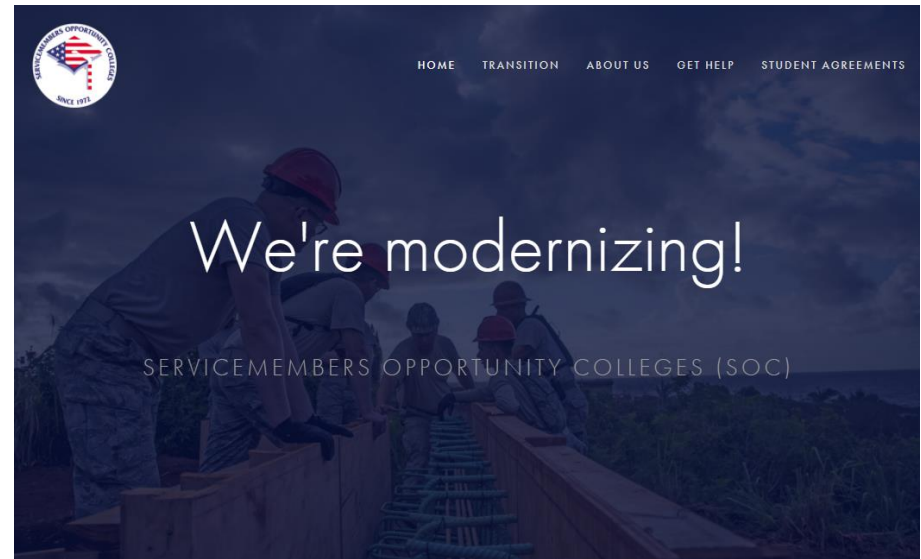
- Drop-down Degree Plans (DDDPs) and SOC DNS

**CHANGE:**

- ✓ Use the new SOC DNS SA template
- ✓ Submit to the Soldier as usual
- ✓ **Also** submit using new SOC process via [www.goSOCed.org](http://www.goSOCed.org)

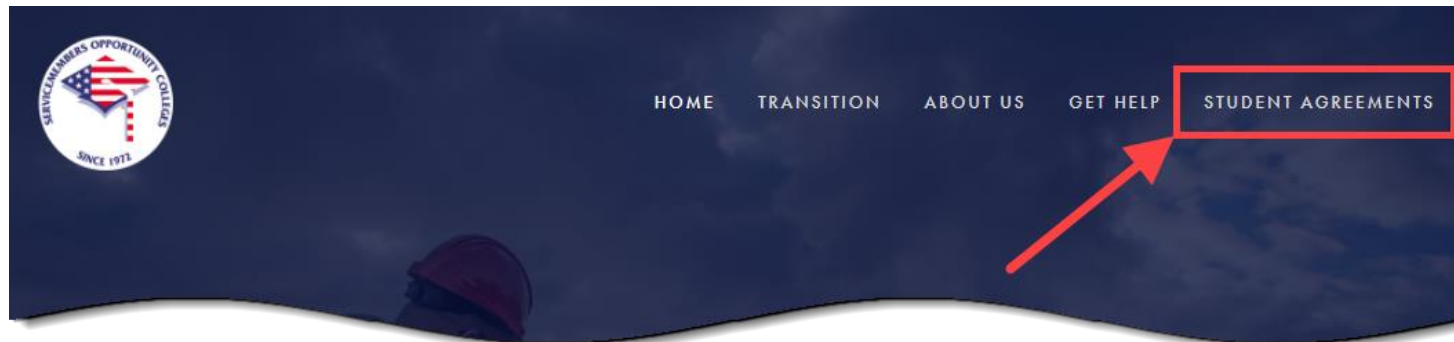
**IMPORTANT:** All processes within GoArmyEd for submitting Student Agreements, eFile upload, approving Course Planners or any other policies pertaining to Soldiers using Tuition Assistance are still in place and **have not changed**.

New SOC  
website: [www.goSOCed.org](http://www.goSOCed.org)




## To locate the new SOC DNS Student Agreement template:

1. Select the Student Agreements link at the top right corner of the homepage.



2. Select [Download the SOC DNS Student Agreement Form](#) link and save the template.



## SOC DNS Student Agreements

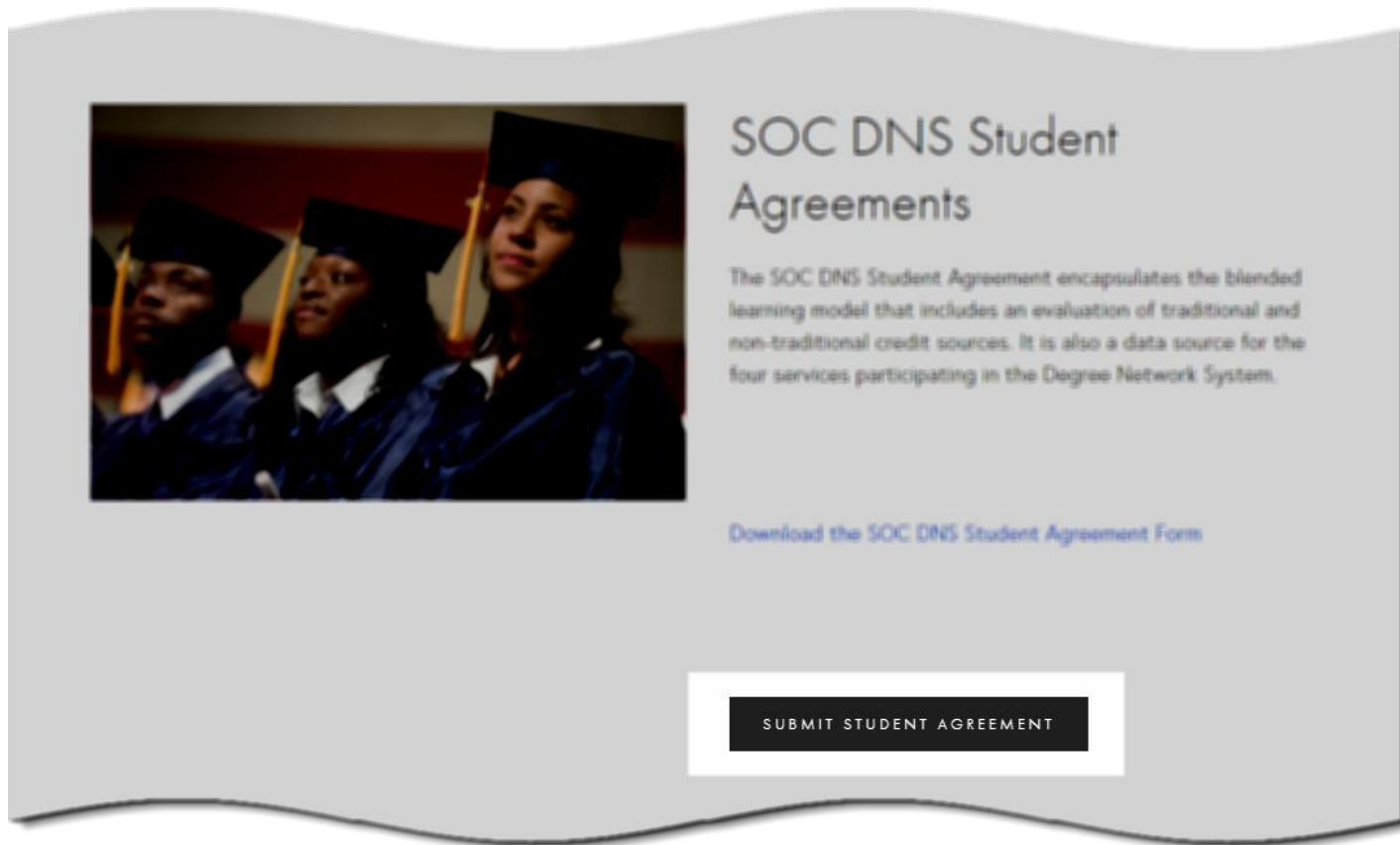
The SOC DNS Student Agreement encapsulates the blended learning model that includes an evaluation of traditional and non-traditional credit sources. It is also a data source for the four services participating in the Degree Network System.

[Download the SOC DNS Student Agreement Form](#)

SUBMIT STUDENT AGREEMENT

To submit your SOC DNS Student Agreement(s):

1. On the Student Agreements page, Select the Submit Student Agreement button.



The screenshot shows a webpage titled "SOC DNS Student Agreements". On the left, there is a photograph of three graduates in blue caps and gowns. To the right of the photo, the title "SOC DNS Student Agreements" is displayed in a large, dark font. Below the title, a paragraph of text explains that the agreement encapsulates a blended learning model and serves as a data source for four services. At the bottom of the page, there is a prominent black button with the text "SUBMIT STUDENT AGREEMENT" in white capital letters.

**SOC DNS Student Agreements**

The SOC DNS Student Agreement encapsulates the blended learning model that includes an evaluation of traditional and non-traditional credit sources. It is also a data source for the four services participating in the Degree Network System.

[Download the SOC DNS Student Agreement Form](#)

**SUBMIT STUDENT AGREEMENT**



2. Fill out the form, attach the Student Agreement file to the ticket, and submit.

### 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 \*

Student Agreement or Other File Upload (Max 10MB)

 No file chosen

Submit New Ticket

Powered by LiveHelpNow®

➤ Note link **SOC Knowledge Base**



“Bulk-load” multiple SOC DNS Student Agreement files into a ZIP file

- Up to 300 Student Agreement Files

The screenshot shows the 'Support Center' page for the U.S. Army's Virtual Gateway to Education. The page is titled 'Serving the Voluntary Education Needs of the Military Services'. It includes a search bar with a 'Search by Keyword' field and a dropdown menu for categories. The 'Support center' section lists 'Knowledge base'. The 'Support links' section lists 'SOC'. The 'Knowledge base' section features a 'Knowledge base' icon and a description: 'View categorized listing of all common frequently asked questions.' Below this is a table of 'Latest Knowledgebase Articles' with columns for the article title and 'Date updated'. The article 'How do I submit multiple Student Agreements at a time?' is highlighted with a red box. Below this is a table of 'Popular Knowledgebase Articles' with columns for the article title and 'Views'.

Latest Knowledgebase Articles	Date updated
▶ SOC Student Agreement Excel Template	Nov 14, 2017
▶ Where can we find the SOC Credit Evaluation Supplement?	Nov 01, 2017
▶ <b>How do I submit multiple Student Agreements at a time?</b>	Oct 30, 2017
▶ How do I submit a SOC Student Agreement?	Oct 30, 2017
▶ Where can I find the SOC DNS Handbook with a list of institution transfer courses?	Oct 30, 2017

Popular Knowledgebase Articles	Views
▶ SOC Student Agreement Excel Template	148
▶ How do I submit a SOC Student Agreement?	131
▶ How do I submit multiple Student Agreements at a time?	69

**Knowledge Article:** “How do I submit multiple Student Agreements at a time?”

# New FDDP Revision Process

Beginning with the T700 revision cycles, schools will NO LONGER submit revisions using the revision workbook.

All revisions will be noted on the degree map directly next to the section, header, course, or And/Or relationship being revised.

Bachelors of Science in Criminal Justice (BS-CJ)										Update long title to include "in"	
Not a SOCAD School											
All Sites: Distance Learning											
<p><b>Degree Objective-</b>ABC University's College of Public Service Bachelors Degree offers highly specialized online courses preparing you to excel in the world of Criminal Justice. Whether you are interested in policing, law, forensics, or any other area of Criminal Justice, Bethel has the tools you need to be successful. The program is composed of 5 week online/distance learning courses, which are available on a monthly basis.</p>					<p style="text-align: center;"><b>Ed Counselor</b>  <b>Associate Director of Military &amp; Veterans Affairs</b>                      12345 College Way, Anytown, US 12345                      Phone: 123-456-7890                      Fax: : 987-654-3210                      ecounselor@abcuniv.edu  <a href="https://www.abcuniversity.edu">https://www.abcuniversity.edu</a></p>					Change to POC information	
<p><b>Academic Residency-</b> ABC University College of Criminal Justice Requires the minimum of 39 credits (Upper &amp; Lower Major Requirements) in order for a student to receive their Bachelors of Science Degree in Criminal Justice.</p>											
DEGREE REQUIREMENTS				SOC CAT.	HOME COLLEGE	ARMY SCHOOL	ARMY MOS	TESTS	CERT/ LIC	DIST LRNG See Note 2	
General Education				33 SH							Revised Header and SH value
English Composition				6 SH							
ENG	101	English Composition I	AND	3		X		X		X	ADD "AND" GROUP "ENG 101 & ENG 102"
ENG	102	English Composition I		3		X		X		X	
ENG	103	English Composition II		3		X		X		X	
		English Elective									
Humanities				6 SH							
ART	102	Western Art History		3		X		X		X	ADD
ENG	472	English and the Modern Business World		3							DELETE
HUM	103	Introduction to Humanities	OR	3		X		X		X	ADD "OR" GROUP "HUM 103 or HUM 104"
HUM	104	William Shakespeare		3		X		X		X	
HUM	105	Survey of Literature		3		X		X		X	
REL	215	Religions of the World		3		X		X		X	

# New FDDP Revision Process

- **To add a course:** Add the course to the degree map (DM) and write "ADD" in the Revisions column.
- **To delete a course:** To delete a course, leave the course on the DM, write "DELETE" in the Revisions column and highlight the row.
- **To add, change, or remove an And/Or Relationship:** Make the change on the DM and note the change in the Revision Column. For example, "Add 'OR'/'AND' GROUP SUBJ 100 and SUBJ 150" If it is a deletion, highlight the rows.
- **To change a course title or credits:** Make the change on the DM and note it in the Revision column, also noting whether or not the course should be retroactively linked.
- **To add, delete, or update a Main or Sub-Requirement Header:** Make the change on the DM and note in the Revision column. Deletions should be highlighted.
- **To update the degree description, POC, or notes:** Make the changes to the degree map and note the edit in the Revisions column.

# Late Grades

- Initial grades must be submitted within 14 days after a class end date for each Soldier listed on the class roster.
- If the Soldier has not completed the class and costs are not due, the school must reject the class from the Registration Rejection page or use the Registration Rejection Exception page if the class has been dropped.
- When the school's invoice window is open, the school cannot reject a class from the Registration Rejection page but must reject the enrollment using the invoice tool.
- Rejecting a class will result in either the school refunding the TA costs to the Army if it has been invoiced or no payment for the class if it has not been invoiced.
- If no grade is posted 45 days after the class end date, the Soldier's Student Record automatically is placed on hold. The Soldier will be unable to register for additional classes until the missing grade is resolved or posted.

# Late CRM Cases

**Helpdesk Information**

Retrieve Helpdesk Cases.  
Case Number:

**To close a case, select "View My cases" or Create/Track Helpdesk**

[View CRM Case Queue](#)  
[View My Case\(s\)](#)  
[Create/Track Helpdesk Cases](#)

[Retrieve Case Details](#)

**Helpdesk Cases**

Select the image to view the case details.  
Cases that are marked with I have been returned for additional information.

Display  Cases

You currently have 2 open cases and 1 pending CRM survey.

**To add a note, select the case number in the Case ID field**

Open Cases						
Case ID	Date Opened	Case Subject	Last Updated	Last Updated Comments	Case Details	Request Case Status
4249867	11/16/2017	Herman, Sharon (sherm014) - Remove Course Data Entry Access	11/16/2017	CRM user took the case		<a href="#">Request Status</a>
4249335	11/15/2017	Locations have Disappeared from Programs	11/15/2017	Escalate to SME Team: Dear Ms. Diana Castil...		<a href="#">Not Applicable</a>

Pending CRM Surveys					
Case ID	Date Opened	Case Subject	Last Updated	Last Updated Comments	Case Survey
4238507	10/26/2017	Rejection File Not Processed	10/27/2017	Close Case: Dear Ms. Diana Castillo, The fi...	

[Create New Helpdesk Case](#)

# Late CRM Cases

College My Cases

[Return to Home Page](#)

Unassigned | **Assigned** | My Cases | School Cases

The Due (Days) column indicates the number of days that a case is past due for resolution and the Priority column indicates the case priority. Cases that are marked as past due for resolution and/or high priority should be given immediate attention. All times are EST. Cases that are marked with **R** have been returned with additional information that was requested by the case owner. Cases that are marked with **I** have been returned to a user for additional information.  
 Select the Show Menu link to access portal menu options and return to the homepage.  
 Select the column heading to sort the cases.  
 Select the Printer Friendly link to open a new window and print the list of cases.

[Printer Friendly](#) 1 Case(s) Found. Display  Cases

- Indicates status has been requested for the case

Case #	Opened	Received in Queue	Assigned	Updated	Due (Days)	Issues Category	Issues Subcategory	Soldier's Geo Ed Center	Case Subject	Case Actions
4120055	05/01/2017 13:42	05/01/2017 13:42	11/16/2017 17:31	11/16/2017 17:31	-140	Bill From School	Bill From School	JTF-Bravo, Soto Cano AFB Education Center	Received an invoice from TESU and a notification via online portal to contact busar office	<a href="#">View</a> <a href="#">Take Action</a> <a href="#">Return to Queue</a>

Select New Action:

- Add Note
- Escalate Case
- Close Case**
- Return - More Case Info Needed
- Escalate to Student Support
- Escalate to ACES
- Escalate to College
- Escalate to SOC
- Escalate to Training Manager
- Escalate to Career Program Manager
- Escalate to Army Civilian Admin HQDA
- Escalate to HQ ACES

Select New Action:

Close Case

Please attach any relevant file here:

Note: This functionality is NOT intended to replace the submission of eFile documents.  
 File size is limited to 4096KB.  
 Please zip the file if it exceeds 4096KB.  
 Upload time will vary depending on the connection speed.  
 Filename must not exceed 250 characters. If exceeded, the file may not upload successfully.

Issue Category:  Issue Subcategory:

Case Resolution: (Max 3000 Characters)  
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark

Check if you attempted to contact the student  
 Action Required

# Graduation Reporting

To ensure that Soldiers do not take classes that are no longer advancing them toward their degree, schools must submit graduated reports any time a Soldier meets the following graduation criteria:

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

Step-by-step instructions for reporting graduations are available via the Training link in GoArmyEd.



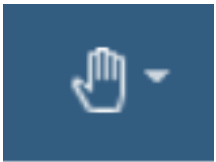
# Submitted Questions from Schools

- 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?
- The Registration Rejections and the Registration Rejection Exceptions screens in the GoArmyEd portal have taken longer to process the request to reject/void TAs than in the past. Is there a reason for this new delay? It can now take 15+ minutes to process and this is if the portal does not time out.

# Open Questions

Questions may be asked using your microphone or the chat feature:

## To ask a question using your microphone:



Raise your hand and request to speak by clicking the hand symbol in the top right of the webinar screen. Your microphone will be unmuted to allow you to ask your question.

## To ask a question using the chat feature:



Click the Meeting Stream icon on the left sidebar of the webinar screen. Type your question in the chat box at the bottom of the meeting stream. Your question will be answered verbally.

# LOI School Webinar Reminders

- School Newsletter will be sent to schools after this webinar.
- The webinar recording will be available in the GoArmyEd Message Center.
- Next LOI School call will be in February 2018
  - Topic JST transcript and applying MOS credit to degree