

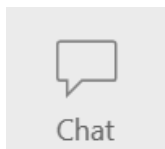
# Webinar Information

## Welcome to the February 2018 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 and the SOC Knowledge Base.

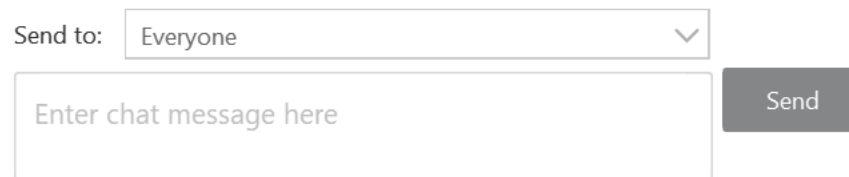
There will be time for questions after the presentations and previously submitted questions.

### To ask a question:



Select the Chat icon in the top right of your WebEx screen to access the Chat panel.

Type your question in the Chat box and select the **“Send”** button.

A screenshot of a WebEx chat interface. At the top, there is a "Send to:" label followed by a dropdown menu showing "Everyone" and a downward arrow. Below this is a large text input box with the placeholder text "Enter chat message here". To the right of the input box is a dark gray button with the word "Send" in white text.

Note: All audio lines will be on mute during the webinar

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



**GoArmyEd LOI School Webinar**

**27 February 2018**

**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 Introductions

## IBM Team

- **Christina Milne** - Sustainment Lead
- **Ruth Perez** - Degree Management Specialist
- **Diana Duparl** - Degree Management Specialist



# GoArmyEd Introductions

## Servicemembers Opportunity Colleges (SOC) GoArmyEd Team

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

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

Contact Phone number: 1-800-892-7205

# HQ ACES Information

- **Welcome** from Dr. Raymer, Chief HRC ACES
- **Finance Team**-Mr. Trent Stanfield
  - Apply TA funds first then other funds (FA, Grants, Scholarships)
- **GoArmyEd Team**-Mr. Gary Remington
  - Update
- **Policy Programs and Incentives**-Mr. Mark Mazarella
  - AMEDD, Teacher Certification
- **VIA Annual Assessment**-Ms. Ela Karczewska

## Army TA Policy-Mr. Mark Mazarella

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### Special Programs

- Teacher Certification
- In-Service Medical Recruiting Program Prerequisites
  - Inter-service Physician Assistance Program (IPAP)
  - Army Enlisted Commissioning Program (AECPP)

# HQ ACES Information

## Teacher Certification

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- Allows Soldiers to use TA for coursework leading to initial teacher certification / licensure for one state, regardless of degree(s) previously earned
- Provides Soldiers who already possess a master's degree up to 18 SHs of TA for professional education courses
- Does not apply to the following:
  - Content / subject area courses (Math, English, Social Science, etc.)
  - Courses to maintain teacher certification / licensure
  - Courses to obtain an endorsement, specialized certification (e.g., principal / administration, counseling, curriculum, reading specialist, etc.)
- Courses to obtain a second masters degree
- Courses for any teacher certification / licensure required examinations



## AMEDDD Accessions Program Pre-requisites

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- Applies to Army Medical Department (AMEDDD) in-service recruitment programs.
  - Inter-service Physicians Assistant Program
  - Army Enlisted Commissioning Program
- Soldier must provide documentation from school or AMEDDD Program Manager listing specific prerequisite classes required based on review of Soldier's prior education
- School / AMEDDD memorandum serves as degree plan
- If Soldier already has bachelor's or master's degree, submit as CRM case to HQ ACES
- \*If Soldier does not have bachelor's or master's, enroll Soldier in degree plan that includes required classes

\*GoArmyED change in Jan 17 allows Soldiers to select AMEDDD program pre-requisite degree plan in VIA

# HQ ACES Information

## Inter-service Physician Assistant Program

- Allows Soldiers to use TA for up to 60 SHs of undergraduate prerequisites required to apply for fully funded, fulltime, masters degree in Physician Assistant studies leading to appointment as an Army medical officer. Graduates earn a masters degree from the University of Nebraska and receive a commission as a first lieutenant in the Army Medical Specialist Corps.
- Minimum 60 Semester Hours (SH) of college course work:
  - 30 SH can be any classes or credit for military training (ex. JST transcripts)
  - 30 SH must be in residence (classroom or online) w/ course grade of C or better:
    - 6 hours of English (3 SH writing/composition) CLEP is authorized
    - 6 hours of humanities (gov't, history, foreign language, art, social science and religion)
    - 3 hours of Psychology (any type)
    - 6 hours of Chemistry (general or higher) Intro to Chemistry will not count
    - 3 hours of Human Anatomy (can be a combined A&P class)
    - 3 hours of Human Physiology (can be a combined A&P class)
    - 3 hours of College Algebra or higher math
    - + Medical Terminology course
- SAT required within 5 years of application with a minimum score of 450 in reading and math & cumulative score of 1000 is required in the reading and math sections
- A minimum GPA of 2.85 is required in all sciences with and minimum cumulative GPA of 2.65

# HQ ACES Information

## AMEDD Enlisted Commissioning Program (AECPP)

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- Allows Soldiers to use TA for undergraduate (lower division) prerequisites required to apply for fully funded, fulltime, on-duty 2-year program to complete BSN at school of choice
- Degree plan is based on school's review of Soldier's transcript(s), and TA is authorized to complete lower division prerequisite courses for entry into final two years of a BSN program
- Upon completion of lower division prerequisites, eligible Soldiers can apply for AECPP to complete BSN at school of choice. AECPP participants continue to receive full enlisted pay and allowances. Soldier may not use TA, GI Bill, or student loans or grants while in program
- AECPP eligible institutions must:
  - Be located within 100 mile radius of a military medical treatment facility
  - Be accredited by ACEN or CCNE
  - Charge in-state tuition rates and must waive T&F exceeding \$9000/year
  - Offer all classes in residence (no on-line)
  - Have first-time NCLEX pass rate of 90% or higher
  - Provide Soldier an unconditional letter of acceptance
  - Teach classes in English only
- Soldier eligibility for AECPP:
  - Have GT score of at least 110
  - Be able to complete BSN w/in 24 consecutive months
  - Maintain full-time student status throughout AECPP program
  - Maintain at least 2.5 GPA throughout AECPP program
  - Maintain minimum cumulative GPA of 3.0 for all postsecondary coursework previously completed



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

VIA – Annual Assessment

1 January 2017 - 31 December 2017

Ms. Ela Karczewska

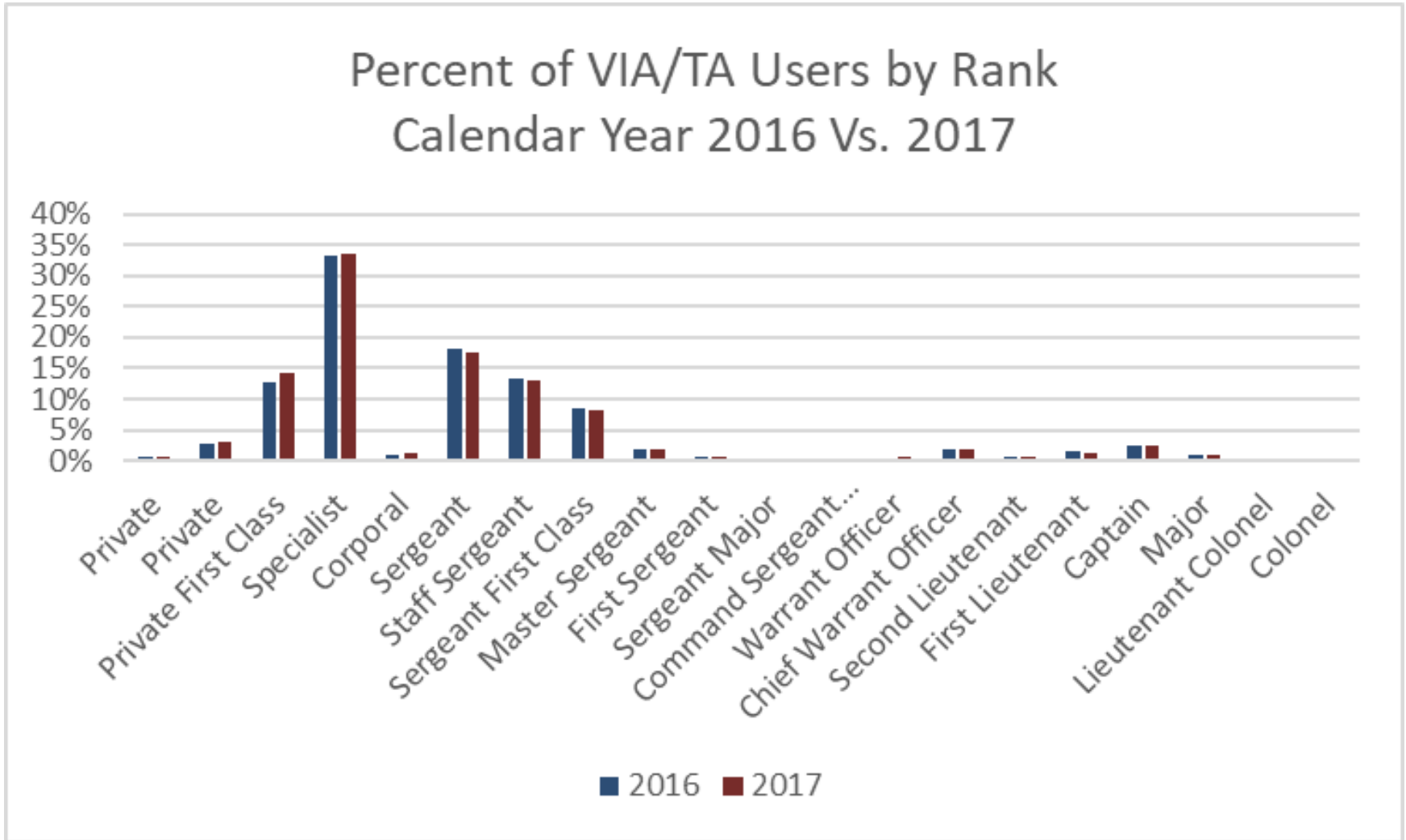


**GO ARMY ED**

# 109K - Unique VIA Users from January 2017 – December 2017

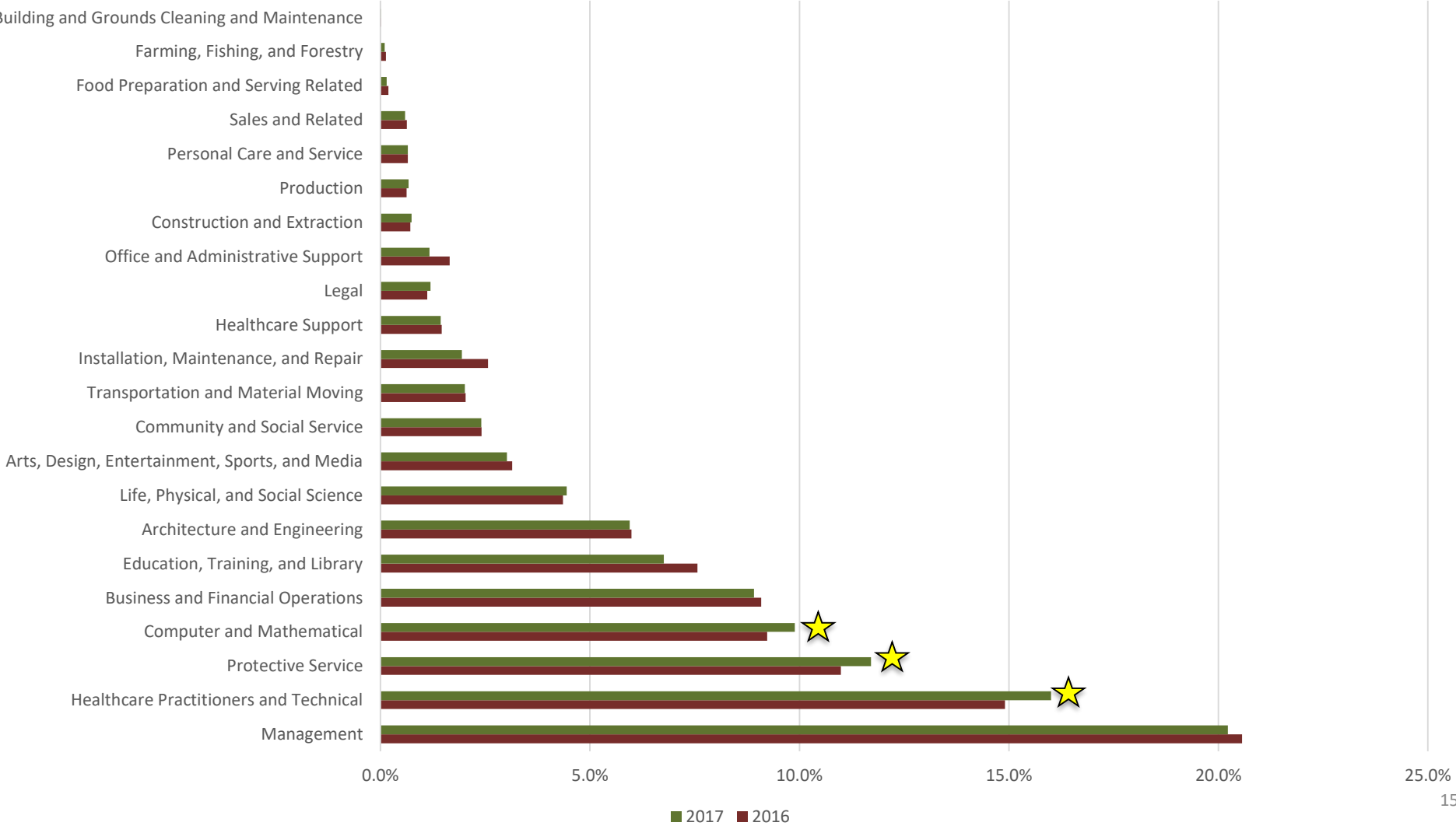


# 91% Of VIA Users have Rank of SFC and Below in 2017 Vs. 90% in 2016



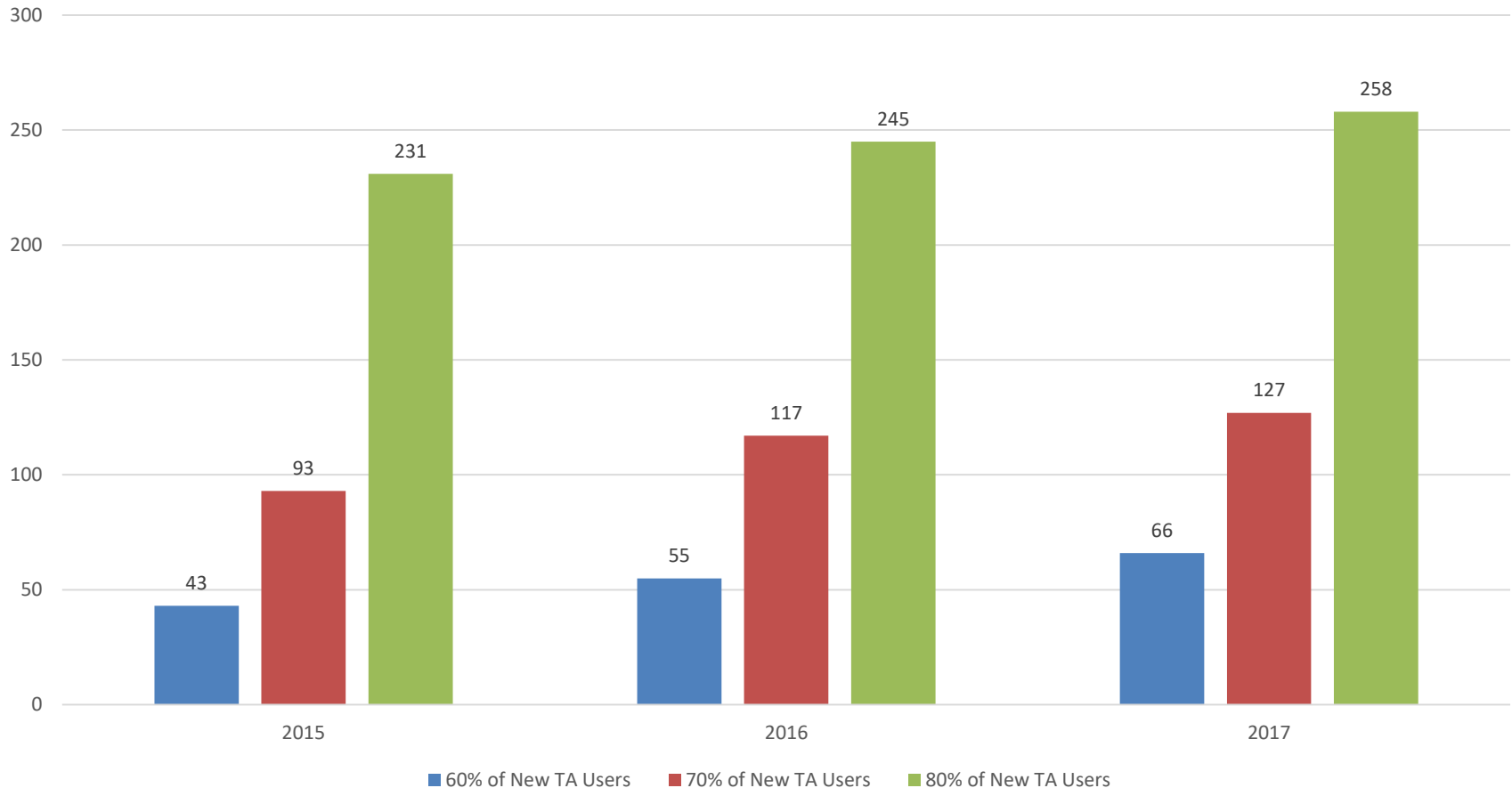
# Career Family Goals Selected by VIA Users 2016 Vs. 2017

Career Families Selected by VIA Users 2016 vs. 2017



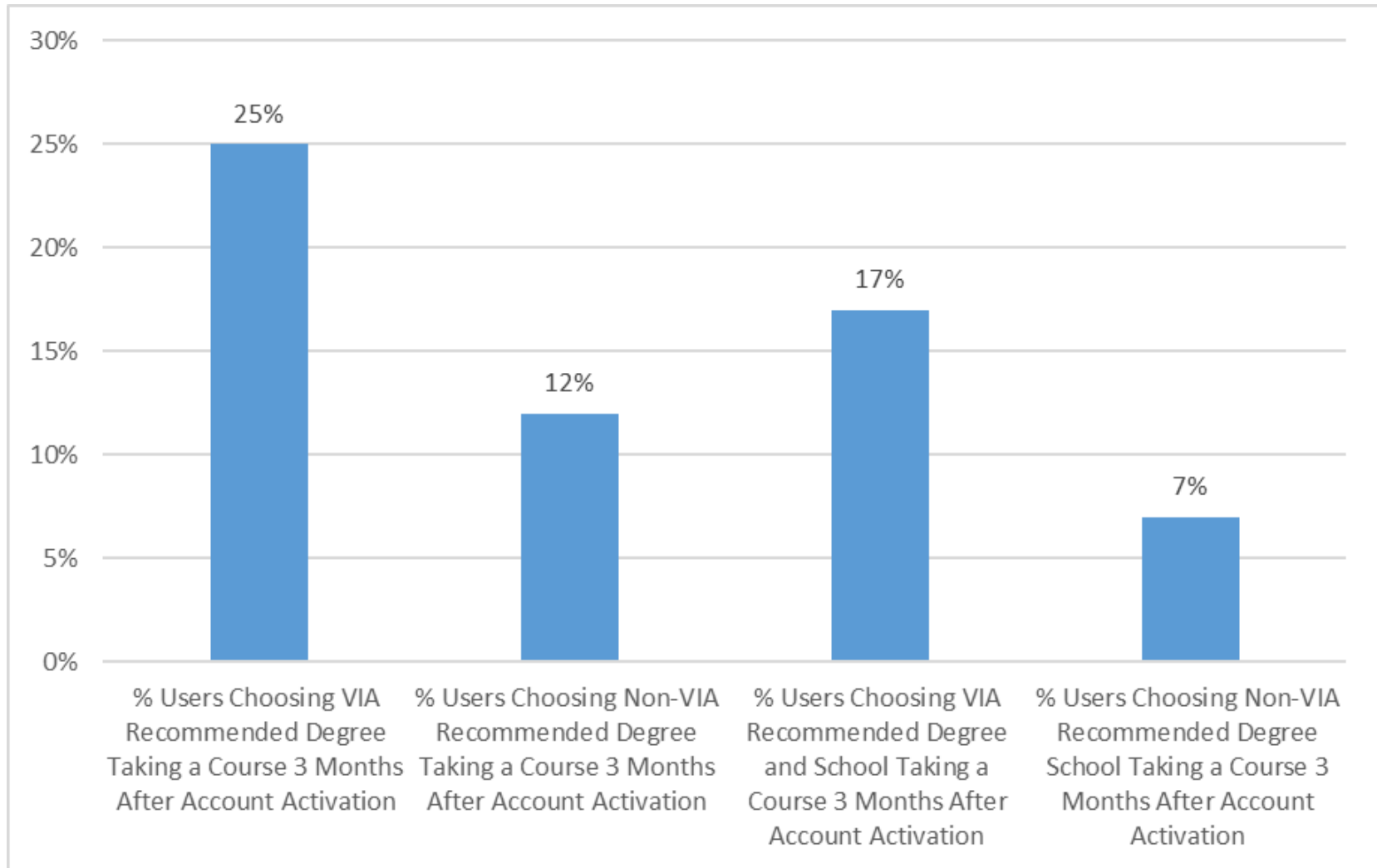
# Continued Increase in Distribution of Schools Selected by New Account Activators (Pre and Post-VIA)

Count of Schools Attended by New TA Users





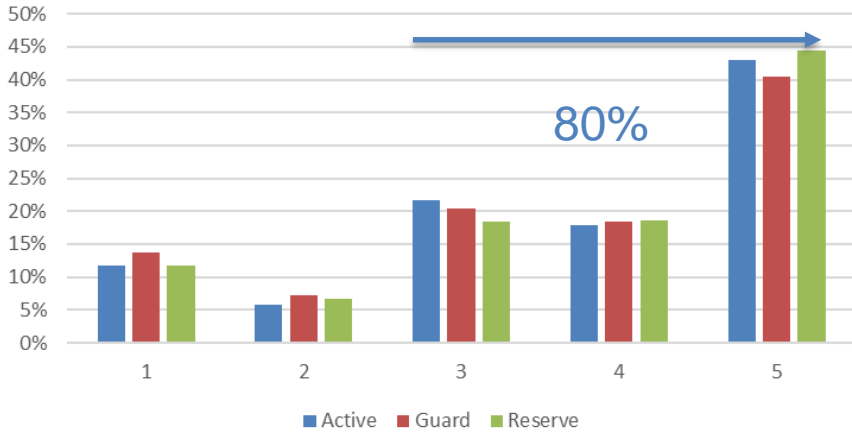
# Students Choosing VIA Recommended Degrees and Schools Register for a First TA-Funded Class at more than **2X** the Rate of Students Selecting Non-VIA Recommended Degrees and Schools



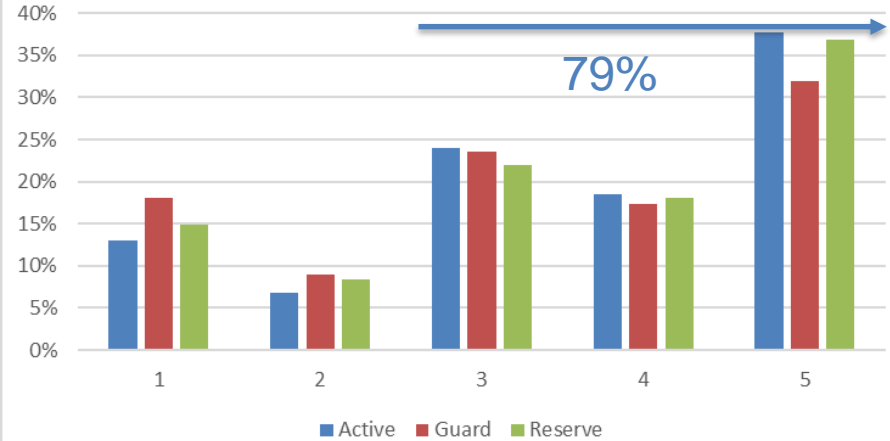
# 2017 Distribution of VIA Satisfaction Scores by Question & Component

1=Strongly Disagree / 5 = Strongly Agree, 102,000 respondents

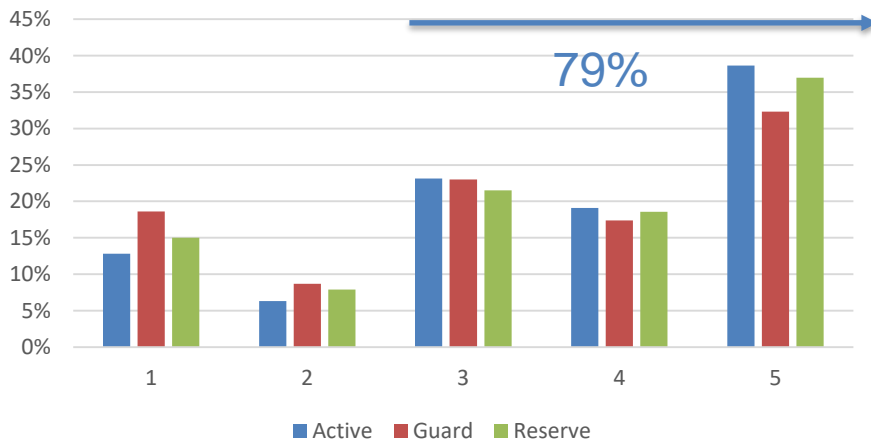
VIA Easy to Use



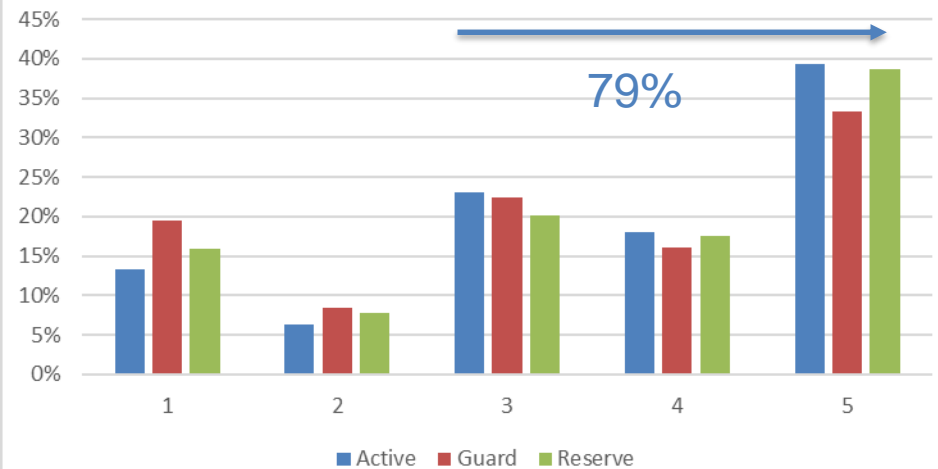
VIA Helped Identify Career Goal



VIA Helped Identify Degree Goal



VIA Helped Identify School



# IBM Information

- LOI School Release Changes
  - Student Record Updates
  - United States Army Cadet Command (USACC) Schools
  - Degree Program Management (DPM) Tool
- Personally Identifiable Information (PII) Reminder
- School Logo Reminder
- Degree Program Management (DPM) Tool Training Materials

# LOI School Release Changes

## Student Record Updates-Christina Milne, Ruth Perez

New Fields are being added to the **Education** Tab of the Student's Record to support more Degree Level data, to include Semester Hour Counts Used

### Current

Student Information	
Currently Enrolled in a Course?	Yes
On Hold?	No
Note: The placement and removal of holds will occur within 24 hours (EST). ACES requested holds (ACR) are real-time.	
Common Application Submitted?	Yes
Common Application Submitted Date :	1/14/2016
State of Residency :	Texas
Home School :	Central Texas College
Data Source :	Provided by School
Generic Degree Name/CIP :	Web Page, Digital/Multimedia and Information Resources Design
School Specific Degree Name :	Certificate of Completion - Web Technologies (CC - CSW17)
Degree Level :	Certificate
Expected Graduation Term :	Not Currently Projected

### New

Common Application Submitted?	Yes
Common Application Submitted Date :	10/17/2011
State of Residency :	Florida
Current Home School :	Home School Not Set
Data Source :	Not Available
Current Generic Degree Name/CIP :	Not Available
Expected Graduation Term :	Not Currently Projected
Highest Degree Earned Name :	BS - Liberal Arts (BS-LA)
Highest Degree Level Name :	Bachelor's
School Name of Degree Earned :	Excelsior College
Confer Date :	6/15/2012
Undergraduate TA Semester Hours Used :	63 of 130
Graduate TA Semester Hours Used :	1 of 39
Certificate TA Semester Hours Used :	0 of 21

# LOI School Release Changes

## USACC Schools-Christina Milne, Ruth Perez

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

▶ APPROVAL SECTION ?

PAYMENT INFORMATION ?

**CPR Invoice DC14X201711A at DC14 sent on 11/01/2017 waiting on G8 Pre Approval.**

[Return to Search](#)

# LOI School Release Changes

## Degree Program Management (DPM) Tool-Christina Milne, Ruth Perez

Some schools were receiving errors when entering in required fields, this has been corrected in this release

### Academic Plan Details:

Degree Title

Long Description

### Degree Locations:

Only Classroom

Only Online

Combination of Classroom & Online

Effective Date: 10/12/2017      Status: Inactive      [Activate Degree Program](#)

\*Degree Level: Associate's      [Delete Degree Plan](#)

\*Degree Specialty: AD      All Other Associate Degrees

\*Degree Title: AA - BB

\*Description: General Studies      Example: AA-Gen Stud/Lib Arts (AA-GSLA)

\*Long Description: i steven test

**Degree Locations**

Only Classroom     Only Online     Combination of Classroom & Online

### Admissions Criteria Grid:

Admission Criteria Type

Minimum Value

**Admissions Criteria**

\*Admissions Criteria: Competitive

Admissions Criteria			
	Admissions Criteria Type	Minimum Value	
1	GMAT - Grad	3.00	<a href="#">+</a> <a href="#">-</a>

# PII Reminder-Christina Milne, Ruth Perez

PII Tip of the Day is back on the Message Center for all users

## Tip of the Day



### Protecting your Personally Identifiable Information (PII)

Each year there are significant financial and personal privacy losses due to identity theft and fraud. Personally Identifiable Information (PII) is any unique identifier to an individual to include, but not limited to: social security number (SSN), date of birth, place of birth, mother's maiden name, and biometric records.

**Please ensure you do NOT include any PII (including last four of SSN) when uploading documents in GoArmyEd through eFile, helpdesk cases, and uploading attachments.**

Protecting PII is everyone's job; PII is not everyone's business.

**Note:** If a full name is used with other information like rank, phone number, email, and/or school, among other data, it can help a hacker and be used in a malicious way.

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

# School Logo Reminder-Christina Milne, Ruth Perez

School Point of Contacts 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.

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)



# DPM Tool Training Materials-Christina Milne, Ruth Perez

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

- Do not inactivate Fully Developed Degree Plans (FDDP) in the Degree Program Management (DPM) tool
- File Upload Basics
- How to use Secure File Transfer Protocol (SFTP) Reports
- Primary Point of Contact (PPOC) Changes
- PPOC Granting School User Access
- Application Status Page
- PII-CRM Case reminder

# Do Not Inactivate FDDPs- Brianna Tringale

Schools **must not inactivate** Fully-Developed Degree Programs (FDDPs) in the GoArmyEd DPM tool.

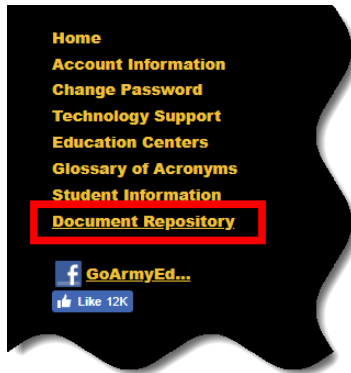


## To inactivate an FDDP:

FDDPs can only be inactivated if the degree is no longer offered at your school or is in a teach-out plan. If a FDDP meets these conditions, notify SOC during the quarterly revision process.

# File Upload Basics (sent from your school to SFTP)-Susan Wolozyn

- Review technical specifications document related to upload process – will provide file formatting details
  - Document Repository



A screenshot of the Document Repository search results page. The search filters 'Category' and 'Search by Category' are highlighted with a red box. The search results table is as follows:

ID	Title	Category	Description	Document	Date Modified
403	Degree File Upload Instructions	Technology/Specifications	The Degree File Uplo...	Degree_File_Upload_Instructions.pdf	8/29/2017 10:56:06 AM
406	Uploading Course and Class Data V 2.40	Technology/Specifications	The Uploading Course...	68_Uploading_Course_and_Class_Data.pdf	8/7/2017 9:57:45 AM
74	Registration Rejections v3	Technology/Specifications	File specifications	67_Registration_Rejections.pdf	10/15/2015 10:18:41 AM
153	Grade Import v 3.0	Technology/Specifications	File specifications	73_Grade_Import.pdf	10/15/2015 10:17:21 AM
344	Registration Requests v2.0	Technology/Specifications	Updated information ...	63_Registration_Requests.pdf	10/15/2015 10:15:20 AM
399	Common Application V 1.17 (effective 4 April 2015)	Technology/Specifications	The Enroll at Host	64_Common_Applications_v117_FINAL.pdf	3/9/2015 10:06:48 AM
81	Data Values for Common App and Reg Files Dec 2014_V17 (Effective 13 Dec 2014)	Technology/Specifications	Data Values for Comm...	Data_Values_for_Common_App_and_Reg_Files_Dec_2014_V17.xls	12/15/2014 1:34:44 PM
337	Common Application as of 21 Nov 2014 (Effective 13 Dec 2014)	Technology/Specifications	Please see updated t...	61_Common_App_and_Reg_Files_Nov_2014_V25_Final.xls	11/21/2014 3:58:02 PM
298	Roster and Transfer Reports v1.9 (Effective 14 December 2013)	Technology/Specifications	On 14 December 2013...	70_Roster_and_Transfer_Reports_v19_eff_14_Dec_2013.pdf	11/20/2013 3:58:53 PM
268	SFTP Password Change-Important	Technology/Specifications	Dear GoArmyEd Primar...	Not Available	2/25/2010 9:58:05 AM

- File format - .csv vs .txt
- One of the most common errors received is related to the Date Fields
  - DD-MMM-YYYY is the only valid format

File Type	Submission	
	Format	Required Delimiters
Class Upload	.txt	pipe-delimited
Course Upload	.txt	pipe-delimited
Degree Upload	.txt	pipe-delimited
Grade Import	.csv	comma-delimited
Graduation Upload	.csv	comma-delimited
Registration Rejections	.csv	comma-delimited
Student Agreement	.csv	comma-delimited

# Using Secure FTP Reports (sent from IBM to your school)

## Current and Prospective Student Roster

- **Outgoing > reports** folder (cur\_prosp\_stu\_rosterCAMPUS\_MMDDYYYY.lis)
- Updated weekly
- Common Application information
- Student Agreement due dates
- Requirement term information

## Registration/Class Enrollment files

- **Outgoing > regrequests** folder and **Outgoing > archive > regrequests** (EAUSR016\_CAMPUS\_MMDDYYYY\_HHMMSS.txt)
- Sent daily depending on enrollment activity, archived same day
- Common Application and enrollment information

## Course and Class report files (2 separate files)

- Courses: **Outgoing > reports** folder (campus\_courses.txt)
- Classes: : **Outgoing > reports** folder (campus\_TA\_classes.txt)
- Updated daily
- Comprehensive listing of all your school's GoArmyEd courses and classes, including status (i.e. Inactive, Saved, Active, Error)

# Primary Point of Contact (PPOC) Changes-Patricia Taylor

Please ensure your school's Primary Point of Contact (PPOC) is accurate in GoArmyEd. If you are currently the PPOC or if your school's existing PPOC has left the school, you will need to open a CRM case using the **SOCAD Policy Questions** Case Type to submit a change request.

**Case General Information**

\*\*Please select your Case Type:

Case Type Description	Reference Document	Help Tips	Instructional Video
Use this case type if your school has questions related to being a SOC or SOCAD school, becoming a SOC or SOCAD school or if you have questions about becoming a Letter of Instruction (LOI) school in GoArmyEd.	N/A	N/A	N/A

# PPOC Granting School User Access

Please note that if you are your school's PPOC, you have the ability activate new users, deactivate existing users, and grant additional access to your existing school users' accounts by selecting the **"Add/Update College Users"** link located in the College User Administrations section of your GoArmyEd homepage.



**For your convenience, you can view the "LOI School - Administering New User Access to GoArmyEd at Your School" Step-by-step Instructions.**

[https://www.goarmyed.com/docs/pdf/34\\_LOI\\_User\\_Access.pdf](https://www.goarmyed.com/docs/pdf/34_LOI_User_Access.pdf)

# Application Status Page-Patricia Taylor

There are many students placed on hold due to a lack of Student Agreements in GoArmyEd. LOI Schools can use the Application Status page to communicate with students about required documents that are missing from their admission applications i.e High School transcript, College transcripts, Joint Service Transcript (JST), test scores, essay, etc.

## To access the Application Status page:

Retrieve the Student Record using the **Student Management** section of your GoArmyEd homepage.

**Student Management**

To search for a student, the following options are available. Enter 1) User ID/EmplID; 2) Last Name; 3) S Last Name and last 4 values of the SSN/EIN.

User ID/EmplID:  *i*

Last Name:  *i*

SSN/EIN:  *i*

**Retrieve Student Record** *i*

Advanced Search

Display   Records

Rank	Name








# Application Status Page (continued)




Select the “**Application Status**” link located in the **Related Links** section.

**Related Links**

**Educational**

- Admissions Decision...
- Army TA GPA Info...
- TA Administration...
- Common Application 
- Class Schedule and Grades...
- Course Planner... 
- Graduation Reporting... 
- Hold History
- Program/Plan History...
- Request JST Transcript 
- Requirement Term...
- School/Degree Plan Change... 
- Student Agreement/Degree Progress Reports
- Student Agreement Corrections...
- Student Roster Detail...
- SOU Signature History

**Educational History**

- ARNG... 
- EDMIS... 
- WEBS... 

**Support Summary**

- Application Status**
- Contact Sheet (CTS)
- GoArmyEd Assistance Center
- Helpdesk Case Creation

# Application Status Page (continued)

School users can submit the following sections on the **Application Status** page. After the school user selects **“Submit”**, the student is sent an email notification with the information listed on the Application Status page. The student can also view the information directly on the Application Status page within his or her Student Record.

The screenshot displays the 'Application Status' page with several sections:

- High School Transcript:** Includes a 'View Application Status History' link, a 'Return to Student Record' link, and a 'High School Transcript' section with radio buttons for 'Complete' (selected) and 'Incomplete'. Below is a 'Please list:' field with a 3000-character limit and a note to remove special characters. The field contains 'NA'.
- College Transcripts:** Similar to the high school transcript section, with radio buttons for 'Complete' and 'Incomplete' (selected). The 'Please list:' field contains 'NA'.
- Test Scores:** Radio buttons for 'Complete' (selected) and 'Incomplete'. The 'Please list:' field has a 3000-character limit and a note to remove special characters.
- Essay:** Radio buttons for 'Complete' (selected) and 'Incomplete'. The 'Please list:' field has a 3000-character limit and a note to remove special characters.
- Other:** Radio buttons for 'Complete' and 'Incomplete' (selected). The 'Please list:' field has a 24-character limit and a note to remove special characters. The field contains 'Letter of recommendation'.

At the bottom right, there is an 'Application Complete:' checkbox (unchecked) and a 'Submit' button.

**Please refer to the Processing Common Application Data Step-by-Step Instructions (pages 4-8)**

[https://www.goarmyed.com/docs/pdf/58\\_LOI\\_Process\\_Common\\_App.pdf](https://www.goarmyed.com/docs/pdf/58_LOI_Process_Common_App.pdf)

# PII Reminder for CRM Cases-Stephanie Kahne

## Reminder:

IBM discussed PII earlier but this is a reminder to redact PII information from documents attached to CRM cases or when uploading to eFile,

This includes full social, partial social or Date of Birth (DOB).

There has been an increase of PII being submitted through CRM and eFile.

# Submitted Questions from Schools

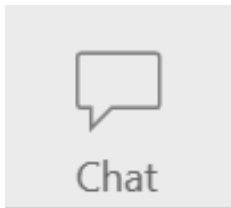
**Question:** We report graduation about 5 weeks after the end of the semester. When I went to report graduation, the students had been removed from GoArmyEd. How do we report graduation in cases like this?

**Answer:** When a Soldier is in "Inactive" status, our system automatically moves the Soldier to Home School Not Set (HSNS) status; however, **LOI schools** should still be able to report the Soldier's graduation via SFTP so long as the Soldier was enrolled with that school and degree plan at any given point. Another option would be for the LOI school to create a CRM case so IBM could report the graduation on the back end. We would need the Soldier's emplid, name of the degree completed, graduation GPA, conferred date, and whether or not the Soldier graduated with honors.

# Open Questions


Use the WebEx Chat panel to submit your questions.

## To open the Chat panel:



Select the Chat icon in the top right of your WebEx screen to access the Chat panel.

## To ask a question:

Send to:  

Type your question in the Chat box and select the **“Send”** button. Ensure that the question is being sent to everyone.

# 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 as well as the SOC Knowledge Base.
- Next LOI School call will be in May 2018

