

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



GoArmyEd Non-LOI School Call

23 May 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

Call Access Information

Wednesday, 23 May 2018
1:00 PM to 2:30 PM eastern time

Dial-In – 1-888-989-4345
Participant passcode: 3480289

Please Note: There are 250 phone lines available (first come – first serve). If you are unable to dial in, a replay of the call will be available approximately 1 hour after the call ends.

Replay 1-800-860-4707
Passcode: 68297
(Playback available until 22 June 2018)

GoArmyEd Introductions

Headquarters Army Continuing Education System (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

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GoArmyEd Introductions

IBM Team

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



GoArmyEd Introductions

Servicemembers Opportunity Colleges (SOC) GoArmyEd Team

- **Stephanie Kahne**, SOC GoArmyEd Lead
- **Brianna Tringale**, SOC GoArmyEd Liaison
- **Patricia Taylor**, SOC GoArmyEd Liaison
- **Susan Wolozyn**, SOC GoArmyEd Liaison

Webpage: www.goSOCed.org

Contact Phone number: 1-800-892-7205

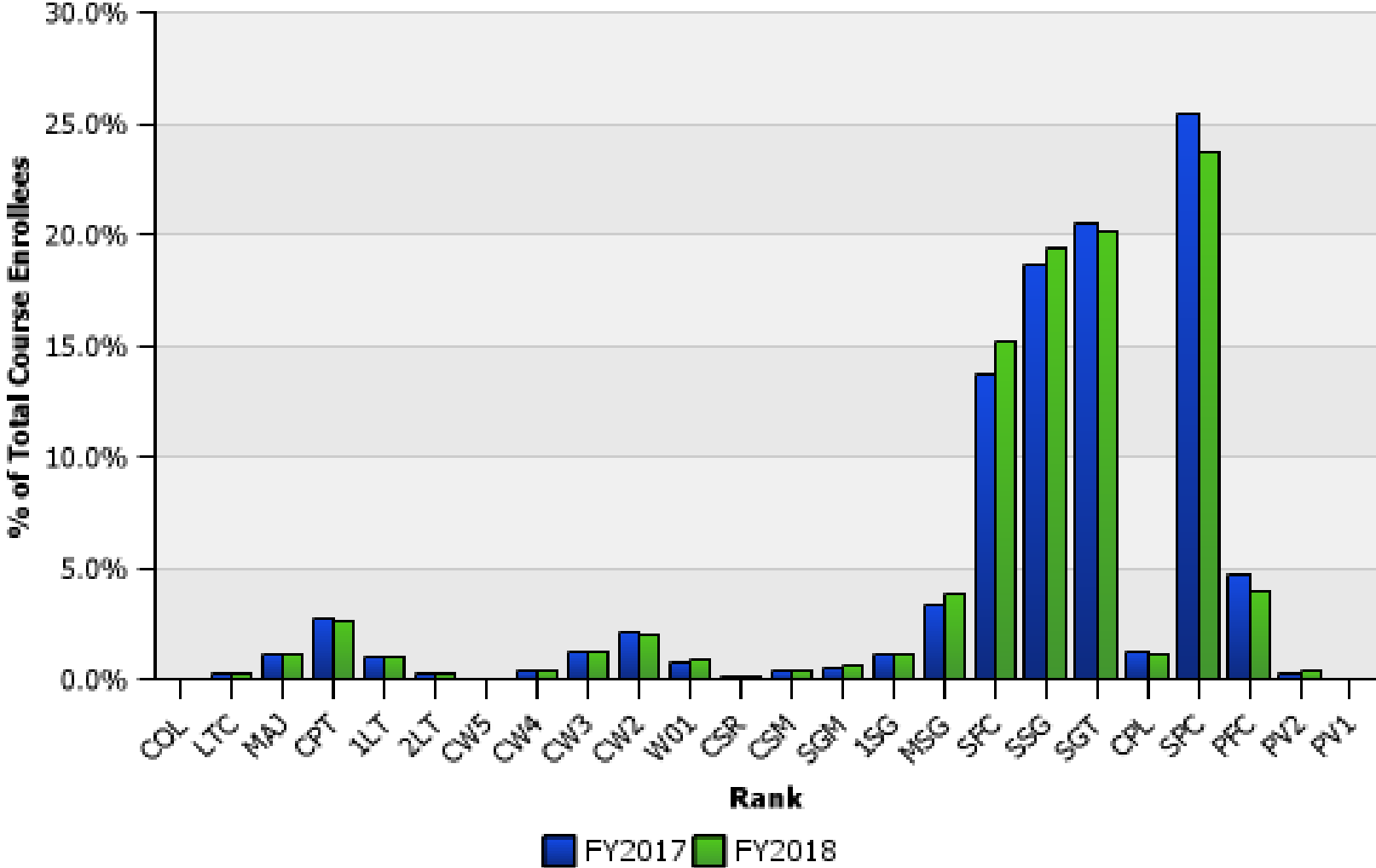
HQ ACES Information

- **Welcome** from Dr. Raymer, Chief HRC ACES
- **Finance Team**-Mr. Trent Stanfield
 - Military Withdraw
 - 60% Refund
- **GoArmyEd Team**-Mr. Ron Ortiz, Mr. Russ Mott,
 - Update
- **Policy Programs and Incentives**-Mr. Gary Remington, Mr. Mark Mazarella

- **GoArmyEd Analysis**-Ms. Ela Karczewska

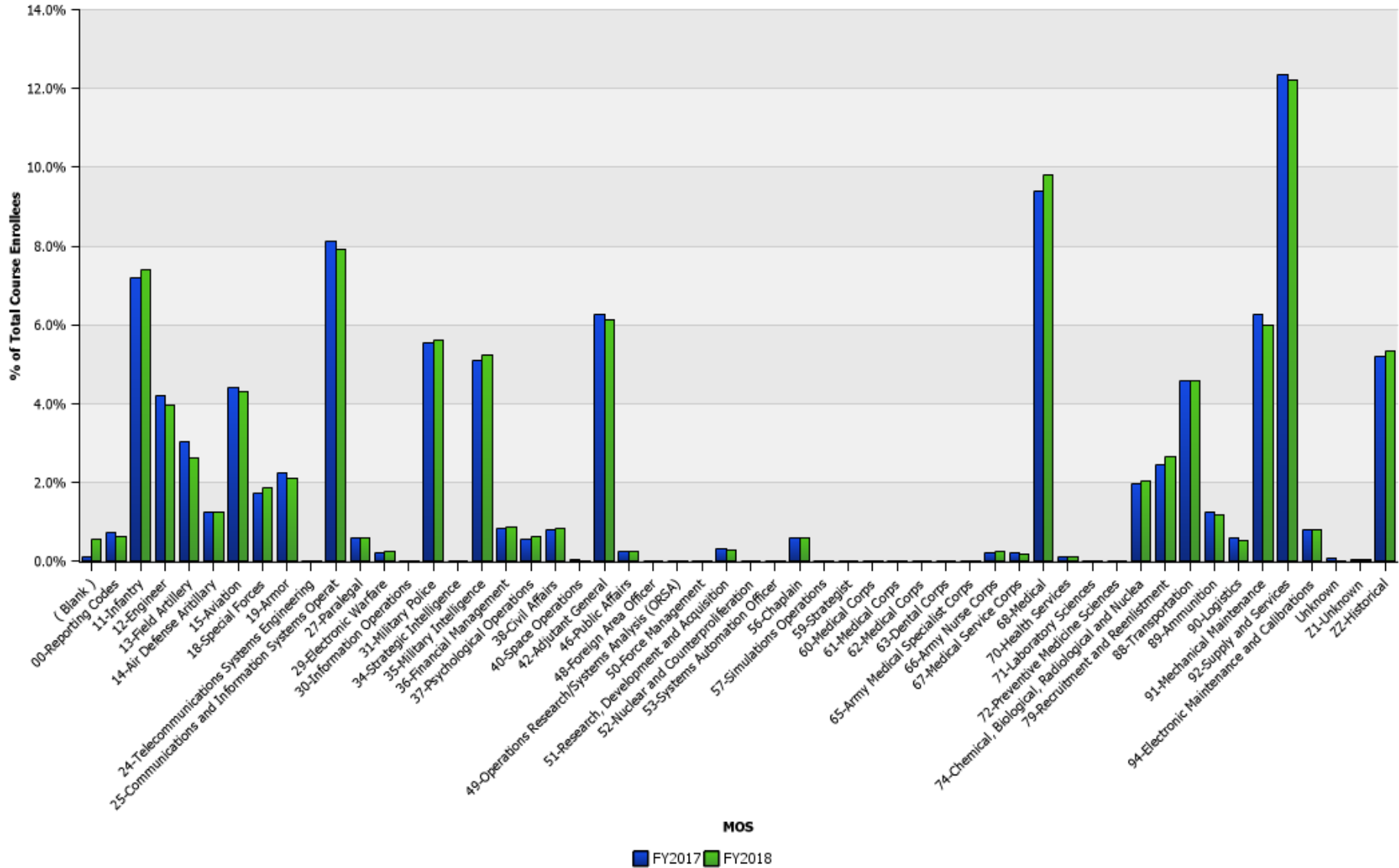
Soldiers Enrolled in College Classes, by Rank

% of Course Enrollees by Rank



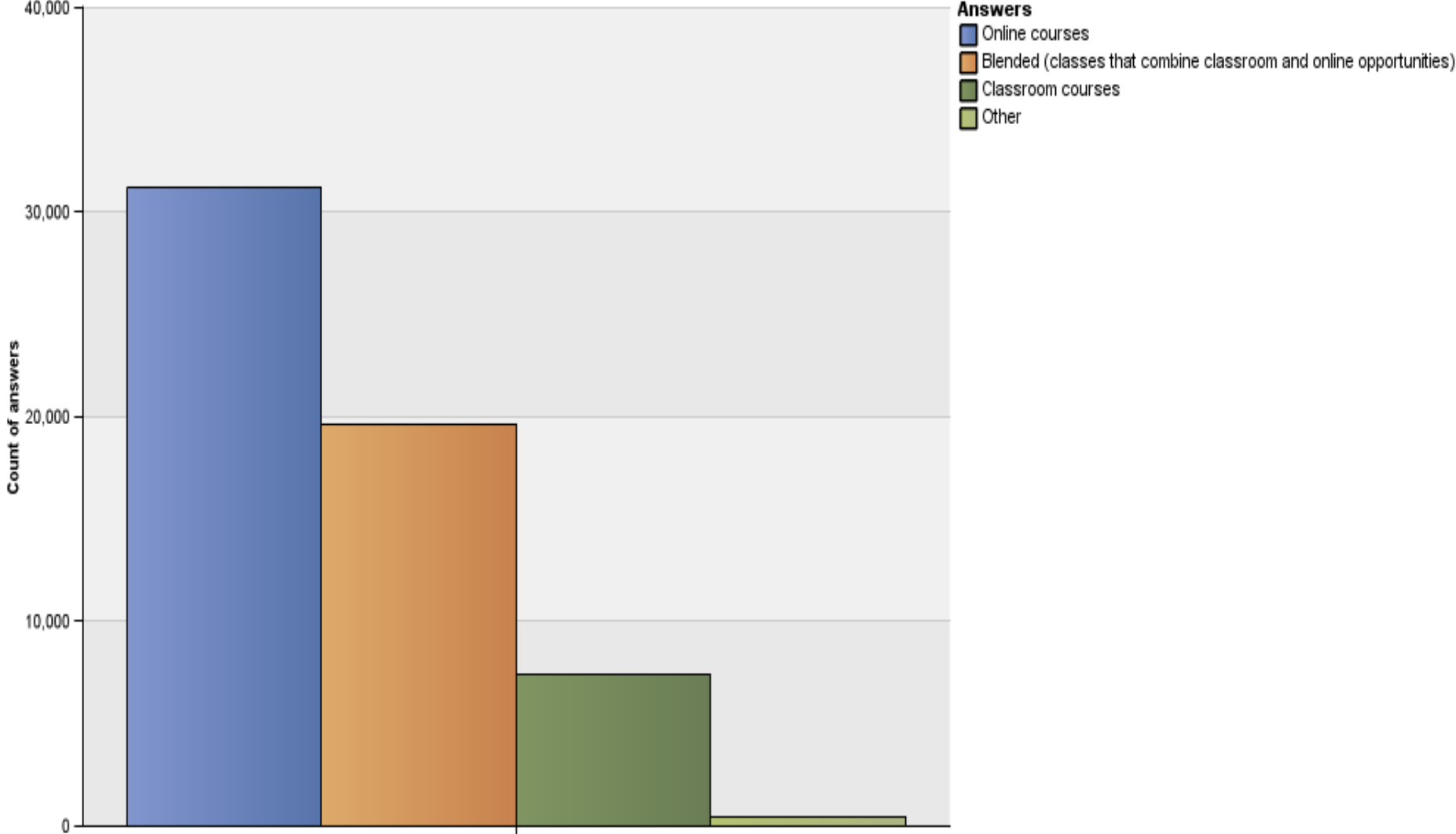
Soldiers Enrolled in College Classes, by MOS

% of Course Enrollees by MOS



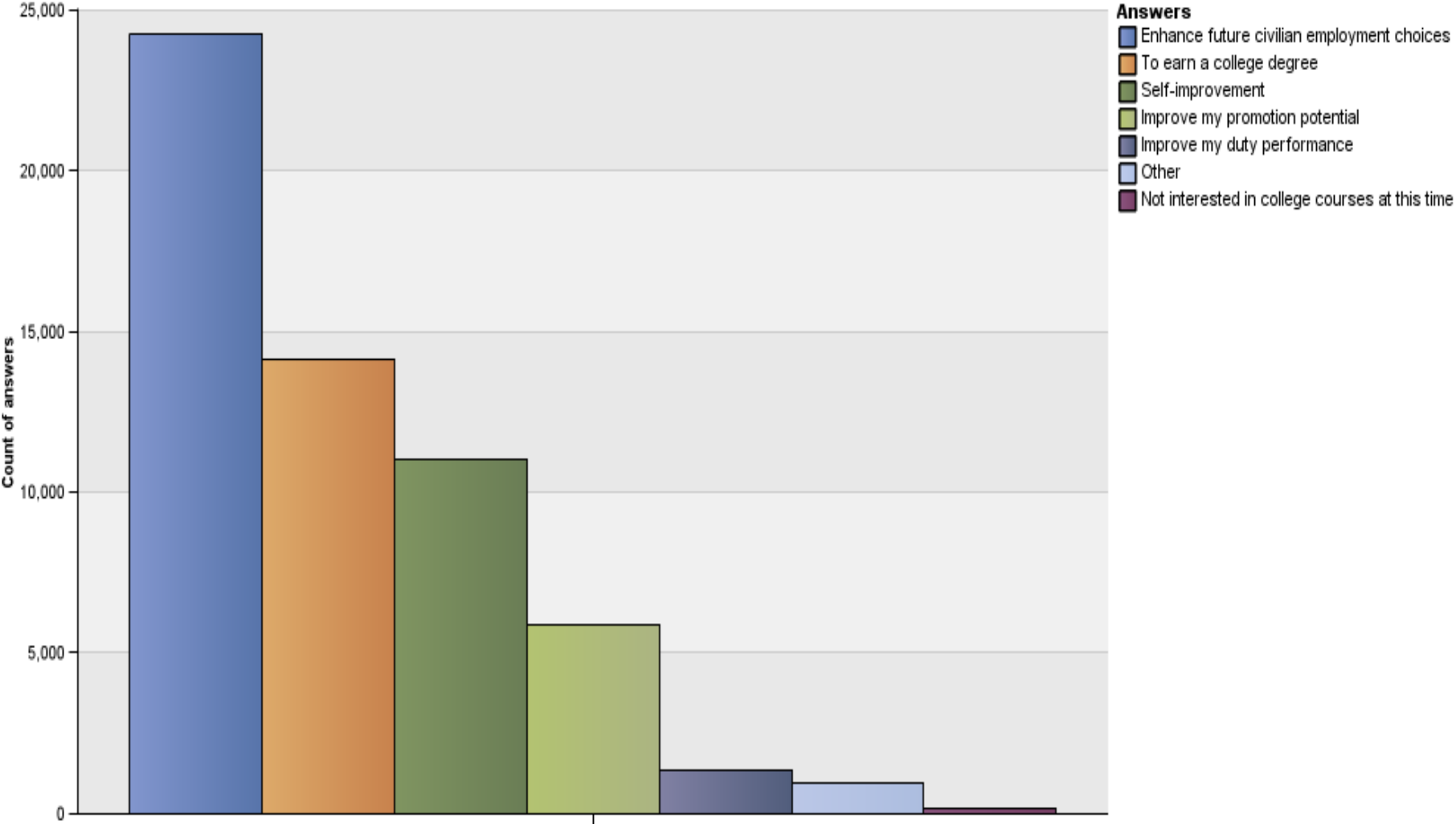
Education Needs Assessment Survey Report

Which methods of instructional delivery interest you most?



Education Needs Assessment Survey Report

Which of the following is the most important reason you enrolled/would enroll in college courses?



IBM Information

- **Recent Updates in GoArmyEd**
- **Upcoming Enhancements in GoArmyEd**
- **Grades**
- **Common Access Card (CAC)**
- **Incorrect School Address**
- **Personally Identifiable Information (PII) Reminder**
- **School Logo Reminder**



Recent Updates To System

- We have resolved the error that our users were receiving when attaching a document in GoArmyEd.
- An update was completed on the Public and GoArmyEd Helpdesk hours section to include closings on Federal Holidays

Helpdesk Contact Information



GoArmyEd Helpdesk Phone Numbers

Monday through Friday: 7:00 a.m. to 7:00 p.m. Eastern Time
Saturday and Sunday: Closed
Federal Holidays: Closed

- Professor of Military Science (PMS) users will now be able to reject Cadet Students' Cadet Payment Request (CPR) when going back to the search page without having to close out and go back in.

The screenshot displays the USACC Cadet Payment Request (CPR) interface. At the top, it shows the user's name (Herring, Alice) and the status 'PRE-APPROVED'. Below this, there are sections for 'DEGREE DETAILS' and 'DETAILS'. A table of requests is shown with columns for 'Request ID', 'USACC ID', 'School', 'Request Name', 'Status', 'Request Date', 'Request Amount', 'Request Type', 'Request Category', 'Request Subcategory', 'Request Description', 'Request Status', 'Request Amount', 'Request Date', and 'Request Category'. The table contains one row with the following data: Request ID: 2166472, USACC ID: 252720, School: DC14 Dartmouth College, Request Name: ARTHIST, Status: ARTH17.11, Request Date: 2017-04-09 Spring 2017, Request Amount: 4.00, Request Type: On Campus, Request Category: Cadet Scholarship, Request Subcategory: Cadet Scholarship, Request Description: Flat Rate, Request Status: Pending, Request Amount: \$1,486.00, Request Date: 10/30/2017, Request Category: Cadet Scholarship. The 'Approve' and 'Reject' buttons are highlighted with a red box. A callout box points to these buttons with the text: 'After reviewing, select the "Approve" or "Reject" button.'

Upcoming Enhancements

- We now have a notification when a CPR is submitted with two different Schools. Both invoice admin users will have a warning message letting them know that part of the CPR is at another School.
- The G8 GPC Holder and Certifying Official will also receive a message and the CPR invoice will not be able to be approved if both school invoices are not at the G8 Office.
- This will be implemented on our next release 11.6.



Grades

- Per Army policy, schools are required to enter grades in GoArmyEd within 14 days after the class end date. Missing grades prevent Soldiers from requesting Tuition Assistance by impacting their GPA and resulting in No Grade holds on their accounts.
- Your school's designated Course Administrator user(s) can report grades by selecting the "Manage Soldier Grades" link located in the School Resources section of the GoArmyEd homepage. If the user did not complete the class and no costs are due, please reject the class in GoArmyEd.
- School User with Course Administrator role: Select the "Manage Soldier Grades" link in the School Resources section to enter or change grades.



Common Access Card (CAC)

If you are experiencing issues logging in to GoArmyEd with your CAC, please follow the steps below:

1. Check to make sure you are using Internet Explorer as your default browser. Edge is another browser on some computers that has a very similar icon. CAC only works with Internet Explorer.
2. Be sure that GoArmyEd is removed from your Compatibility View Settings on GoArmyEd. You can find instructions to verify this here:

https://www.goarmyed.com/public/public_help-browser_settings.aspx#IECompataibility

3. Your DoD certificate installed on your machine may need to be updated. Access either of the following links for more information on how to update the certificate.

- a. From public CAC page: <https://militarycac.com/dodcerts.htm>
- b. From DISA's website: http://iase.disa.mil/pki-pke/getting_started/Pages/windows.aspx



REMINDER: You can still log in to GoArmyEd using your user name and password.

Incorrect School Address

When an update to your school address is completed, remember to select the “Submit” button.

The “Save” button does not update the recent change.

The screenshot shows a web form for updating school information. The form includes several input fields and sections:

- Grad URL: [Empty text box]
- *Address 1: 1 C Tree Rd
- Address 2: ATTN: AMSJM-PDC
- *City: McAlester
- *State: OK
- *ZIP Code: 74501
- Country: USA United States
- Fed Tax ID: [Empty text box]
- TA CAGE Code: [Empty text box]
- TA Cage Exp Date: [Empty text box]
- Unit Type: [Dropdown menu]

Below these fields are several expandable sections:

- TA Invoicing
- Additional School Information
- School Profile Validation
- School Degrees
- HQDA G-3/5/7
 - School/Vendor
 - School/Vendor Course Upload
 - School/Vendor Class Upload
 - School/Vendor Status: Active
 - Command Funded
 - Invoice Flag
 - Accreditation
 - Repeat Invoice
 - G3 Invoice Period: Monthly
- USACC Flags

At the bottom of the form are two buttons: "Save" and "Submit". A red arrow points to the "Submit" button.

PII Reminder

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 the Student 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

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.

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

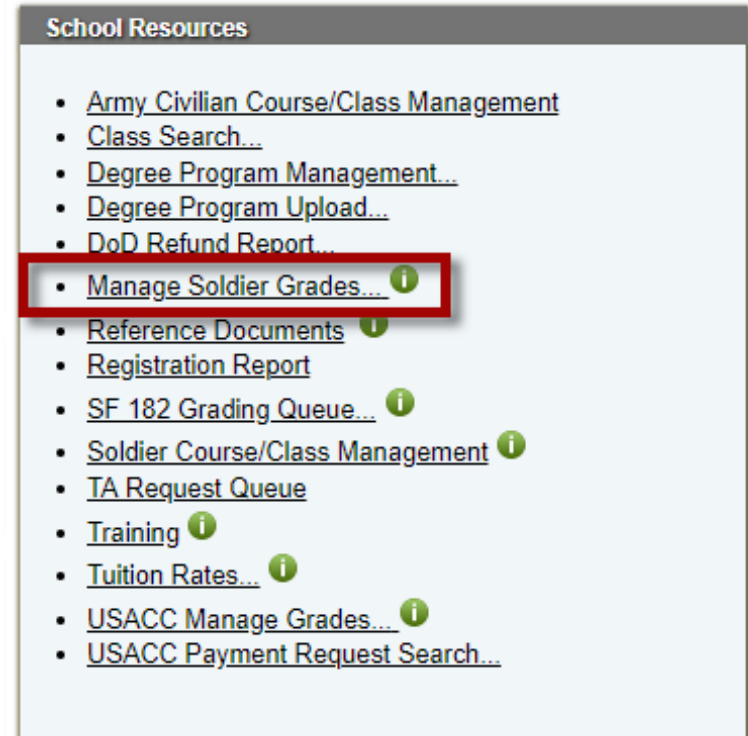
SOC Information

- **Outstanding/Missing/Late Grades – Susan Wolozyn**
- **TA Reduction Reason/Rejecting Enrollment – Brianna Tringale**
- **Tuition Rates – Patricia Taylor**



Outstanding/Missing/Late Grades

- Due within 14 days after class end date
 - After 45 days, student account placed on a No Grade hold
- Unsubmitted grades on Manage Grades list must be resolved (grade submission or class rejection)
- Student dropped with school – TA Request must be rejected
 - Student-funded
 - Never enrolled
 - Drop without costs
- Not Yet Invoiced



Outstanding/Missing/Late Grades (continued)

Manage Grades

Use the search criteria below to search for Tuition Assistance Requests. This page will allow you to add or change grades. If entering a non-standard grade, please specify the grade type.

Search Criteria

Last Name:

First Name:

Last 4 SSN:

Subject:

Catalog Number: [Search](#)

Start Date Between: and [Clear](#)

Grade Status:

[Submit](#)



Emp ID	Last 4 SSN	Last Name	First Name	Class Title	Subject	Catalog Number	Start Date	End Date	Grade	Grade Type	Include in GPA	Grade Points	Overdue Days
2					CH	220	01/09/2017	05/03/2017				0.00	356
3					CH	200	01/09/2017	05/03/2017				0.00	356
4						491	01/09/2017	05/12/2017				0.00	347
5					LS	301	01/23/2017	05/12/2017				0.00	347
6						212	01/23/2017	05/12/2017				0.00	347
7						403	01/09/2017	05/12/2017				0.00	347
8						318	01/23/2017	05/12/2017				0.00	347
9					E	201	01/10/2017	05/12/2017				0.00	347
10					TH	161	01/09/2017	05/12/2017				0.00	347
11					L	473	01/09/2017	05/12/2017				0.00	347
12						372	01/09/2017	05/12/2017				0.00	347
13						375	01/09/2017	05/12/2017				0.00	347
14						311	01/09/2017	05/12/2017				0.00	347
15						342	01/09/2017	05/12/2017				0.00	347
16						341	01/09/2017	05/12/2017				0.00	347
17					C	201	01/09/2017	05/12/2017				0.00	347
18					OC	441	01/09/2017	05/12/2017				0.00	347
19					CR	351	01/09/2017	05/12/2017				0.00	347
20												0.00	347



Outstanding/Missing/Late Grades (continued)

School Resources

- [Army Civilian Course/Class Management](#)
- [Class Search...](#)
- [Degree Program Management...](#)
- [Degree Program Upload...](#)
- [DoD Refund Report...](#)
- [Manage Soldier Grades...](#)
- [Reference Documents](#)
- [Registration Report](#)
- [SF 182 Grading Queue...](#)
- [Soldier Course/Class Management](#)
- **[TA Request Queue](#)**
- [Training](#)
- [Tuition Rates...](#)
- [USACC Manage Grades...](#)
- [USACC Payment Request Search...](#)

TA Request form

- Course Administrator access
- Post grade
- Reject TA Request

Request TA

Upon entering the class information below, press the "Submit" button to submit this data as an enrollment request. You will receive notification of approval or rejection of this request either via email or by returning to this page and viewing the Class Status. If you do not wish to submit this request, close the window without clicking the "Submit" button below.

Once approved, the "Print TA Request Form" button will become active allowing you to create a PDF request form. If you are unable to print the request form immediately after the PDF is created, you may click the "Save a Copy" button on the PDF to save this form. Please be advised: if you are using a shared computer, save the PDF to a disk to ensure privacy.

NOTE:
To drop this enrollment, update the Class Status to "Dropped" and click the "Submit" button.

To retrieve an existing request, click the "Return to Search" button at the bottom of the page. Please do NOT press the "Back" button on your browser.

To generate a new TA request, click the "Add" button at the bottom of the page.

Student Information

Name: _____ Status: Guard School Student ID: 23600000000000000000

Pending Pre-certification Pre-certification Pre-certification

TA Request Status

Class Status: **Rejected**

Reject Reason: **Class not available/cancelled**

Note: If there are additional comments please include them in the text box below.

Grade Information

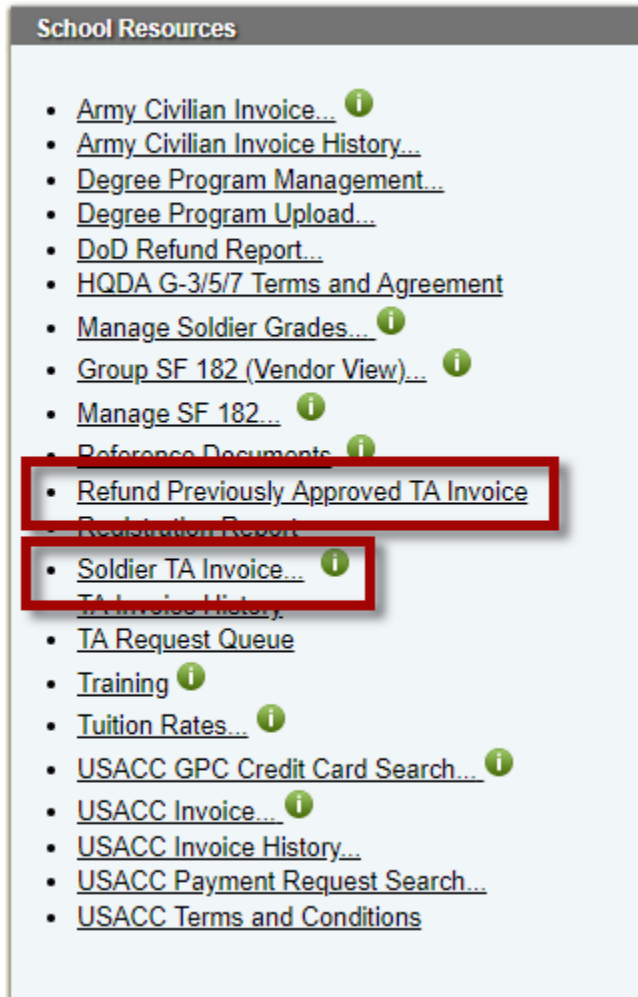
Enter an official grade. If entering a non-standard grade, please specify grade type. If rejecting a TA request, select a drop-down reason or enter free-form comments.

Official Grade:

Dates

Created By: _____ Installation: _____ Phone: _____

Outstanding/Missing/Late Grades (continued)



Invoice Administrator access

- Rejection for class not yet invoiced
- Remove class from invoice – allows TA Request to be rejected
 - **“Save”** will remove line item immediately without submitting invoice
 - Reject TA Request
- Refund previously approved invoice

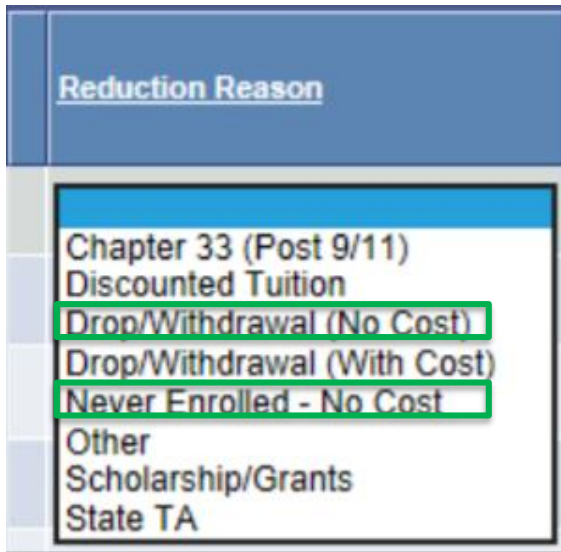
TA Reduction Reason – Rejecting Enrollments

If a Soldier dropped a TA-funded class at your school during the add/drop period, but did not drop the class in GoArmyEd, the enrollment will need to be rejected on the invoice to refund TA funds to the Army and remove No Grade holds.

Rejecting an Enrollment

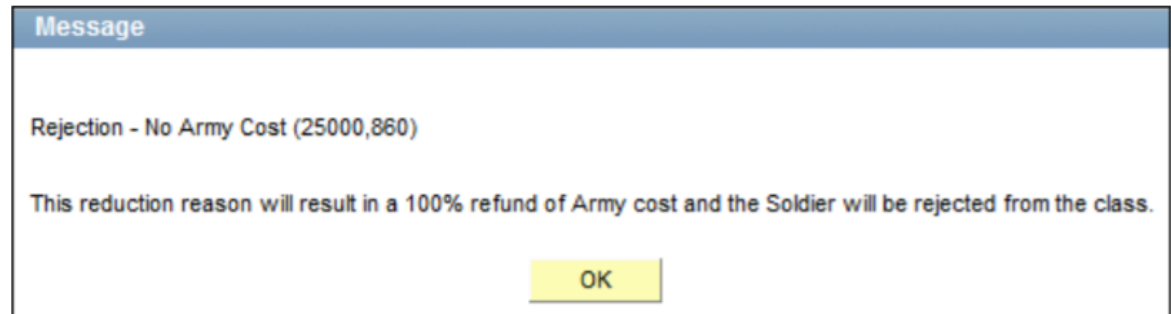
- Soldier did not incur any costs for dropping the class
- Full TA refund to Army

Select **“Drop/Withdrawal (No Cost)”** or **“Never Enrolled – No Cost”** to refund 100% of the TA funds to the Army and reject the Soldier’s enrollment in the class.



Reduction Reason

- Chapter 33 (Post 9/11)
- Discounted Tuition
- Drop/Withdrawal (No Cost)
- Drop/Withdrawal (With Cost)
- Never Enrolled - No Cost
- Other
- Scholarship/Grants
- State TA



Message

Rejection - No Army Cost (25000,860)

This reduction reason will result in a 100% refund of Army cost and the Soldier will be rejected from the class.

OK

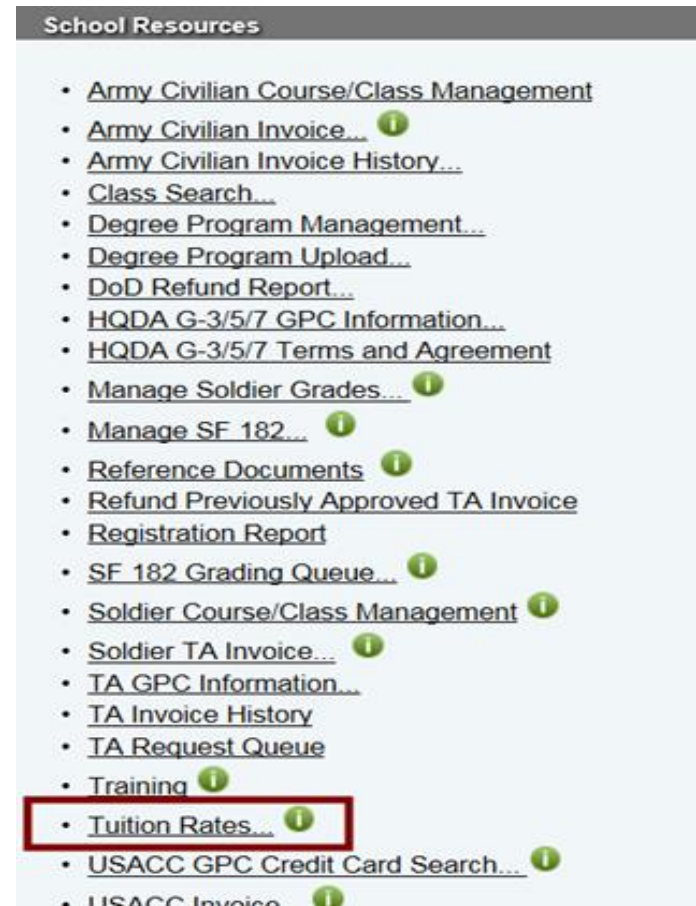
Selecting ANY other reason WILL NOT reject a Soldier’s class enrollment. For example, selecting “Other” and entering “Class Cancelled” will refund TA but WILL NOT reject the enrollment.

Tuition Rates

Schools can add tuition rates based on GoArmyEd standard course levels. Non-LOI schools must be approved by HQ ACES to upload Tuition Rates in GoArmyEd. Only HQ ACES approved tuition rates will be used in Non-LOI TA requests.

Currently Counselors must manually validate the tuition rates on every TA Request form submitted for Non-LOI schools by referencing the Soldier uploaded cost verification form. When a uniform rate is entered by the school, the TA request form will be automatically approved by GoArmyEd. This expedites the Soldier approvals to attend courses at your school and significantly reduces invoice error rates.

If your school is approved to upload tuition rates, select the **“Tuition Rates”** link located in the School Resources section.



School Resources

- [Army Civilian Course/Class Management](#)
- [Army Civilian Invoice...](#) ⓘ
- [Army Civilian Invoice History...](#)
- [Class Search...](#)
- [Degree Program Management...](#)
- [Degree Program Upload...](#)
- [DoD Refund Report...](#)
- [HQDA G-3/5/7 GPC Information...](#)
- [HQDA G-3/5/7 Terms and Agreement](#)
- [Manage Soldier Grades...](#) ⓘ
- [Manage SF 182...](#) ⓘ
- [Reference Documents](#) ⓘ
- [Refund Previously Approved TA Invoice](#)
- [Registration Report](#)
- [SF 182 Grading Queue...](#) ⓘ
- [Soldier Course/Class Management](#) ⓘ
- [Soldier TA Invoice...](#) ⓘ
- [TA GPC Information...](#)
- [TA Invoice History](#)
- [TA Request Queue](#)
- [Training](#) ⓘ
- [Tuition Rates...](#) ⓘ
- [USACC GPC Credit Card Search...](#) ⓘ
- [USACC Invoice](#) ⓘ



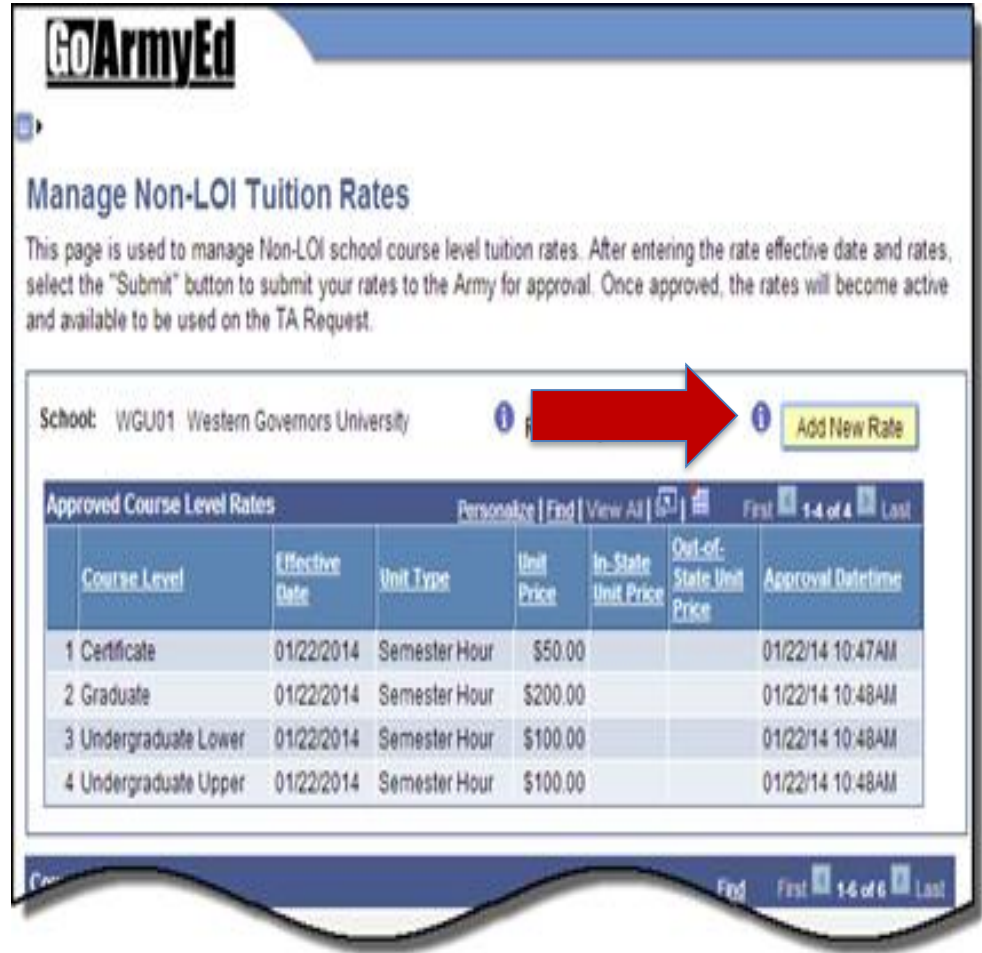
Tuition Rates (continued)

The **Manage Non-LOI Tuition Rates** page is used to manage Non-LOI school course level tuition rates. Non-LOI School Course Administrators and Invoice Administrators can enter the tuition rates and effective dates.

Non-LOI tuition rates are reviewed and approved by HQ ACES. Once approved, those rates will become active and available to be used on the TA Request.

The **Manage Non-LOI Tuition Rates** page displays:

- Pre-populated school code and name
- Residency indicator – from your school profile page
- Read-only grid containing the school's approved rates



GoArmyEd

Manage Non-LOI Tuition Rates

This page is used to manage Non-LOI school course level tuition rates. After entering the rate effective date and rates, select the "Submit" button to submit your rates to the Army for approval. Once approved, the rates will become active and available to be used on the TA Request.

School: WGU01 Western Governors University ⓘ ➔ ⓘ [Add New Rate](#)

Course Level	Effective Date	Unit Type	Unit Price	In-State Unit Price	Out-of-State Unit Price	Approval Datetime
1 Certificate	01/22/2014	Semester Hour	\$50.00			01/22/14 10:47AM
2 Graduate	01/22/2014	Semester Hour	\$200.00			01/22/14 10:48AM
3 Undergraduate Lower	01/22/2014	Semester Hour	\$100.00			01/22/14 10:48AM
4 Undergraduate Upper	01/22/2014	Semester Hour	\$100.00			01/22/14 10:48AM

Select the **"Add New Rates"** button to add a new course level rate.

Tuition Rates (continued)

- After selecting the “Add New Rate” button, the Course Level Rates section will appear with your school user information.
- 1. Use the course level drop down to distinguish each course level that you enter
- 2. Enter the Effective Date
- 3. Enter the Unit Price

Course Level Rates Find First 1-7 of 7 Last

*Course Level: Last Updated By: Non-LOI School User

*Effective Date: Phone:

Tuition Rate Not Applicable: Email: school.user@gae.null.com

Description of Costs

Note: Course level rates below are based on Unit Type.

Unit Type:	*Unit Price:	In-State Unit Price:
Semester Hour	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		Out-of-State Unit Price:
		<input type="text" value="\$0.00"/>

*Course Level Status: Approver:

Approver Action Time: Phone:

Email:

The “**Course Level Status**” field is used by HQ ACES to Approve or Reject the course level rate. If the course level rates have been approved, the rates will be locked and display only for all users.

Submitted Questions from Schools

Question: Did the Army TA usage policy change concerning Soldiers being able to get an additional certificate?

Question: When are the rules concerning the 1 year service out of AIT eligibility for the Bachelor and 10 years of service for Master degrees going to change?



Open Questions from Callers

At this time, we will open the line for questions.



Non-LOI School Call Reminders

- Slides and the recording of this call will be available to schools in the GoArmyEd Message Center as well as the SOC Knowledge Base.
- Replay Information for this call
 - 1-866-501-5087
 - Passcode: 68297
 - (Playback available until 23 June 2018)
- Next Non-LOI School call will be in **August 2018**
- **Non-LOI Newsletter will be sent in the next two weeks**