## **Webinar Information**

# Welcome to the February 2019 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.

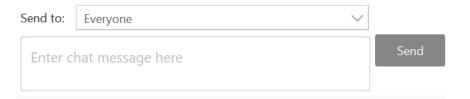
There will be time for questions after the presentations and previously submitted questions.

#### To ask a question:



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

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



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**

**19 February 2019** 

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



# **GoArmyEd Introductions**

# Headquarters Army Continuing Education System (HQ ACES)

- Dr. Pamela Raymer, Chief HQ ACES
- Steve Clair, Deputy Chief, Policy, Programs and Incentives Branch Chief, HQ ACES
- Ron Ortiz, GoArmyEd Systems Branch Chief, HQ ACES
- Trent Stanfield, Finance Branch Chief/Budget Officer, HQ ACES
- Derek Jackson, Tuition Assistance Policy Program Manager, HQ ACES
- Gary Remington, SOC/Postsecondary 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
- Sophia Sweeney, CP 31/ACES Credentialing Program Manager, HQ ACES
- Amy Moorash, Chief, HQ IMCOM ACES
- Ken Hardy, Chief, Education Services Branch, National Guard



# **GoArmyEd Introductions**

## **GoArmyEd IBM Team**

- •Christina Milne- Customer Relations-Lead, IBM
- •Nicole Puskar- Customer Relations Deputy, IBM
- •Ruth Perez- Customer Relations Analyst-SME, IBM
- •Diana Duparl –Customer Relations Analyst, IBM
- •Bethany Moore- Customer Relations Analyst, IBM



# **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 x3

## **HQ ACES Information**

- Welcome Dr. Pamela Raymer, Chief HRC ACES
- GoArmyEd Team
  - Sunset of SOC
    - All processes will remain the same
    - New team name: GoArmyEd School Liaison Services
  - No Auto Enrollment
  - Do not charge soldiers when TA is approved
  - Tuition only (NO FEES!)
  - Schools open a CRM under Soldier's account (Not the School User account)
  - Start date changes due to Soldier not having Tuition Assistance Request in on time

#### **GoArmyEd Credentialing Program**

Credentialing Program Update



## **GoArmyEd Information**

- Sunset of SOC
  - ➤ All processes will remain the same
  - New name for GoArmyEd SOC Team: GoArmyEd School Liaison Services
- No Auto Enrollment
- Do NOT charge Soldiers or place holds on school accounts when TA has been approved.
- Tuition only (NO FEES!)
- Schools open a CRM under Soldier's account (Not the School User account)
- Start date changes due to Soldier not having Tuition Assistance Request (TAR) in on time

### **United States Army Human Resources Command**



#### **Purpose**

To provide information on the Army Credentialing Assistance Program (CA).

#### **Agenda**

Overview of the Army CA Program
Updates of the Limited User Test (LUT)
Eligibility Criteria
Future Expansions
Army COOL

Sophia Sweeney
Army Credentialing Assistance Program Manager



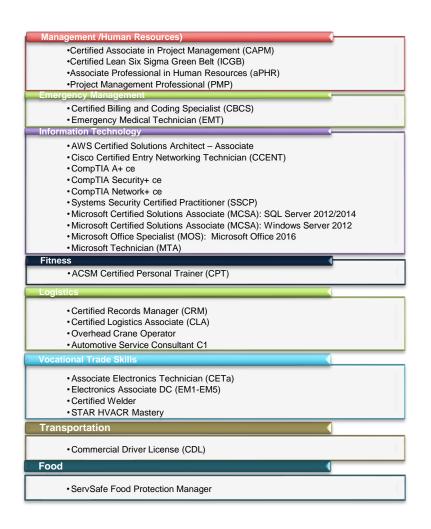
#### **Systems and Process**

#### GoArmyEd:

- > Credentialing Assistance (CA) invoicing and onboarding currently requires a manual process for the duration of the LUT and for the first phases of Army wide implementation
- Modernization of GoArmyEd (scheduled for completion in FY20/21) will provide an automated credentialing invoicing process, the capability to capture and store a list of accredited credentialing agencies and training providers

#### **COOL (Credentialing Opportunities On-Line):**

- Provides Soldiers information on certifications and licenses related to their jobs and obtain background information on credentialing and find detailed information for:
  - Credentials related to an Army Military Occupational Specialty (MOS)
  - •Credential requirements and potential gaps between Army training and civilian credentialing requirements
  - •Resources available to fill gaps between military training and civilian credentialing requirements



 Army COOL includes information on the credentials available during the LUT

https://www.cool.army.mil/enlisted/army\_lut.htm

- Since 6 Sep 18, over 700 Soldiers have visited their respective LUT servicing Education Center/ Office and have met with an Army Education Counselor
- As of 8 Feb 19, HQ ACED has processed over 100 CA requests
- Top credentials requested are
  - Certified Associate in Project Management (CAPM)
  - **❖** PMP
  - **\$LSS**
  - Certified Personal Trainer

GO ARMY ED

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Soldier Type	MOS	сомро	Credential Name	School Name	Cost of Training	Books	Materials	Fees	Bootcamp	Exam	Total	Dates for Training
NCO	88M	RA	CDL	Truck Driving School	\$4,000.00						\$4,000.00	14 Jan 19-8 Feb 19
NCO	35N	ARNG	Microsoft Certified Solutions Associate	vendor					\$895		\$895.00	1 Jan 19-31 Jan 19
NCO	11B	RA	Certified Personal Trainer	vendor	\$824.00						\$824.00	1 Jan 19-1 Jun 19
NCO	948	RA	Certified Associate in Project Management	vendor	\$1,798.00						\$1,798.00	14 Jan 19- 17 Jan 19
wo	915E	RA	Certified Associate in Project Management	Academic Institution	\$849.00	\$188.50					\$1,037.50	14 Jan 19-20 Feb 19
Officer	74A	USAR	Certified Associate in Project Management	vendor		\$99.00			\$400		\$499.00	5 Jan 19-5 Jul 19
Enlisted	25N	RA	CompTIA A+	vendor	\$198.00	\$13.49	\$198				\$409.49	14 Feb 19-14 May 19
wo	913A	ARNG	Lean Six Sigma Green Belt	vendor	\$997.00						\$997.00	27 Dec 18-31 Jul 19
Officer	13A	RA	Lean Six Sigma Green Belt	vendor	\$1,998.00						\$1,998.00	16 Feb 19-18 Feb 19
NCO	91Z5	RA	Lean Six Sigma Green Belt	Academic Institution	\$2,195.00						\$2,195.00	6 Mar 19-14 May 19



#### CA is available for voluntary, off-duty training

- ➤ Eligibility aligns with Tuition Assistance requirements
- ➤ Soldiers may use both TA and CA, up to the fiscal year TA limit of \$4000
- > CA will not pay for courses that can be funded by TA
- ➤ Regular Army, Army National Guard, United States Army Reserve- Officers, Warrant Officers, Noncommissioned Officers, Enlisted

#### **Differences Between Services**



#### ➤ Navy:

- Credentials related to a Navy rating, collateral-duty/out of rate assignment, designator, or completed academic degree or academic certificate
- Credential requirements and potential gaps between Navy training and civilian credentialing requirements
- Resources available to fill gaps between military training and civilian credentialing requirements
- Could pay for: Membership fees, Application fees, Exam fees, Annual Maintenance fees, Exam, Recertification
- Enlisted and Drilling Reserve personnel.

#### Marines:

- Credentials that are related to Military Occupational Specialty (MOS) or collateral duty/out of billet MOS
- Could pay for: Membership fees, Application fees, Exam fees, Recertification, Exam



## **Differences Between Services (continued)**

**≻** AirForce

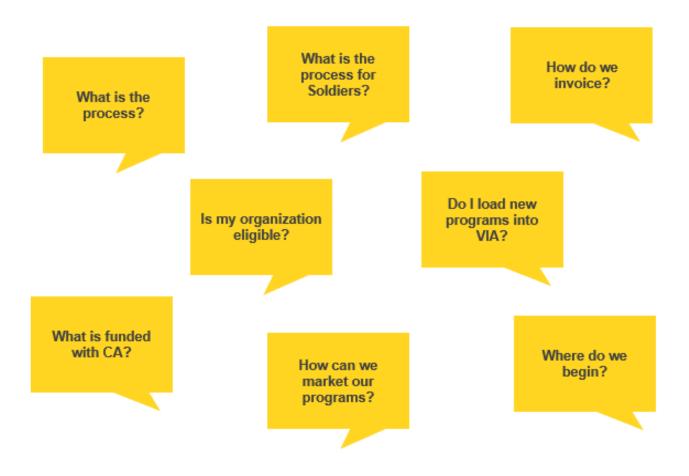


#### The AF COOL is a Total Force Enlisted program

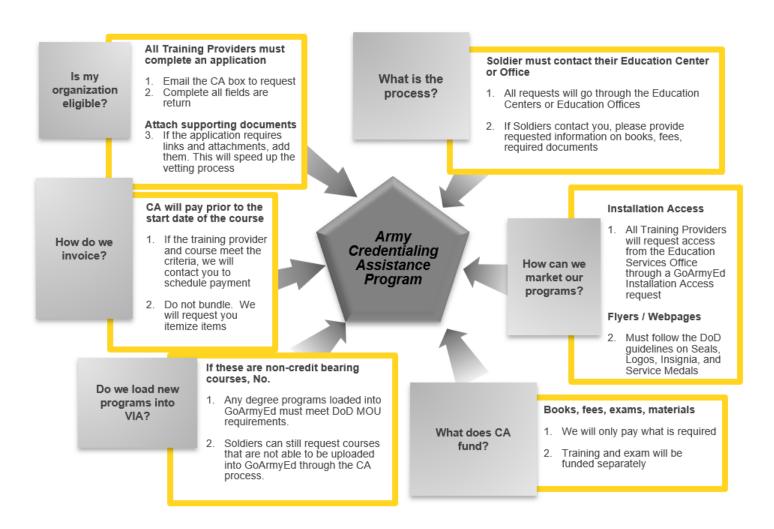
- Enlisted AFSCs for RegAF, AFRES, and ANG. Funding will be provided for RegAF, AFRES, and ANG members on Title 10 or Title 32 (502F) active duty orders.
- Funding will not exceed a maximum of \$4,500 per lifetime per Airman.
- Senior NCOs may also be eligible for leadership and management credentials.
- Will fund Training (AFSC related), Application fees, Exams, recertification



## **Eligibility Criteria**



#### **Eligibility Criteria (continued)**



## Links / Emails

For information on how to apply as a Training Provider, please send emails to: <u>usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil</u>

To locate the list of credentials: <a href="https://www.cool.army.mil">https://www.cool.army.mil</a>

Guidelines on DoD Logos- <a href="https://dod.defense.gov/Resources/Trademarks/">https://dod.defense.gov/Resources/Trademarks/</a>

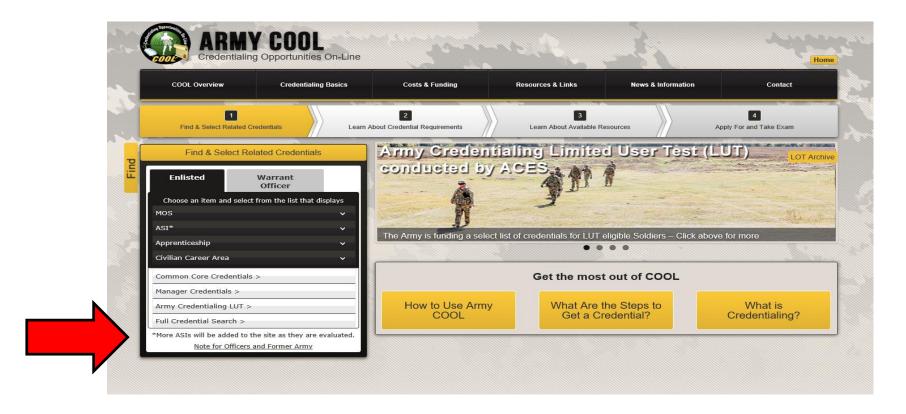
Installation Access procedures apply- if not an on-boarded school/vendors, go to this link, select "Create Helpdesk Case"

https://www.goarmyed.com/public/public resources help-desk.aspx



## **Future Expansion**

Army COOL contains a list of credentials being offered to Soldiers



https://www.cool.army.mil/



# **IBM Information**

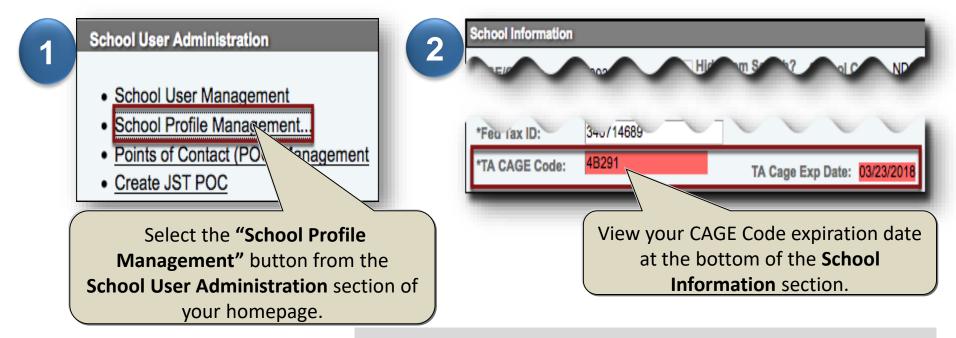
- Keep your CAGE Code Up to Date
- Enhancements on Next Release
- School Logo
- Graduation Reporting
- Personally Identifiable Information Reminder



#### **Keep Your CAGE Code Up-to-Date**

#### All Primary and Secondary School POCs: CAGE Code Expirations — renew before they expire!

 Be sure to check your Commercial and Government Entity (CAGE) code activation status in GoArmyEd, and renew it before the date it expires by visiting the System for Award Management (SAM) website at <a href="www.SAM.gov">www.SAM.gov</a> (Schools must have an active CAGE code in order to submit an invoice and receive payment from DFAS)



**Note:** Please note there is **NO** cost to have a CAGE Code. It may take up to **48** hours for updates to appear in GoArmyEd.



## **Enhancements (21 February 2019 Release)**

- Deactivation Logic Update: If a TA eligible Soldier is deactivated due to inactivity (currently set to 180 days), their account will not change their home school to Home School Not Set (HSNS) until after one year of inactivity. This does not apply to deactivation due to separation.
- School Profile: Schools will now offer a blank option under the Program Enrollment
  Status section in the School Profile page. This will represent as a "Not Applicable" status.
  This update will alleviate the issue of Army Education Counselors approving manually
  entered degrees in VIA and placing students in a degree "level" that is not offered at the
  desired school.

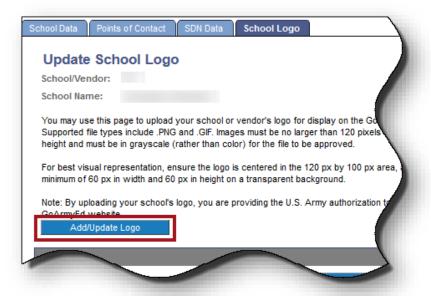
<ul> <li>Program Enr</li> </ul>	ollment Sta	atus				
students from	enrolling in	classes until acce	pted into	the degree program. Leavi		lue of 'Applicant' will prevent present not applicable and wil
not allow hand	jammed de	egrees to be create	d using t	he degree level.		
not allow hand High School	jammed de	egrees to be create Certificate	d using t	he degree level. Associate	Bachelors	Masters

#### **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



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.

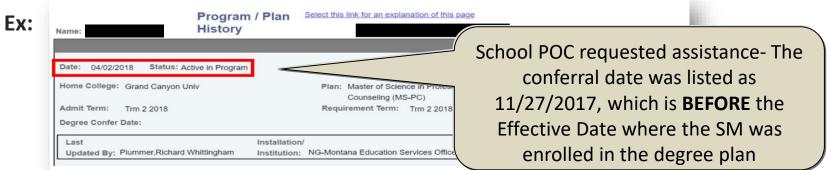
https://www.goarmyed.com/docs/pdf/239 QR POCs School Logo Upload.pdf



## **Graduation Reporting**

#### **Graduation Reminders:**

- Please include the following information if a Graduation case is opened to request assistance with reporting: Date of Conferral, Grade Point Average (GPA), Degree Title, and Honors if applicable
- Please also note that you can NOT report a graduation if the conferral date is after the 'Effective Date' listed in the Student Program Plan

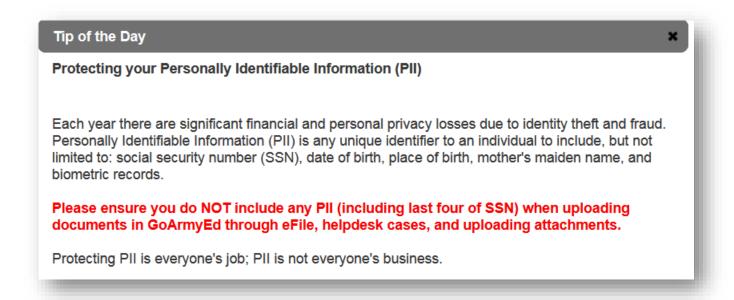


- Graduations can **NOT** be reported for Cadet students
- If the degree plan displayed on a Servicemember's Student Record is different than the degree plan that is attempted to be reported, then please open a Helpdesk case for further assistance
- Please attach a screenshot of the error message that you receive when attempting to report graduations in open Helpdesk cases



#### **PII Reminder**

The PII Tip of the Day is included the Message Center for all users. Please see below.



**Note:** If a full name is listed in conjunction, with rank, phone number, email, and/or school, among other data, it increases the risk of exposing PII to unauthorized personnel. Please remember to ONLY uses GoArmyEd ID numbers in cases, eFile documents and other uploaded items in the system. If screenshots are included, then please remove all PII. This note applies to all authorized users (Students, School POCs, etc.)



## **SOC Information**

- POC Management (email notifications, CRM case queue access)
- Grade Setup
- SOC Sunset Activity and GoArmyEd
  - Student Agreement Template-SOC DNS
  - Process Overview
  - Questions Received by SOC GoArmyEd Team



## Point of Contact (POC) Management

Ensure your school's Primary Point of Contact (PPOC) is always accurate in GoArmyEd, **OR** that your school has at least one Secondary/Alternate POC assigned and active at all times.

- To submit a PPOC change request, PPOC should submit a CRM case using the SOCAD
   Policy Questions Case Type
- If no active PPOC, any user at your school can submit the case
- ALL USERS: keep your account active by signing into GoArmyEd at least once a month and keeping your password up to date.

Only PPOC and Secondary POCs are able to perform POC Management using **Edit Users** in **POC Management** link under "College User Administration" menu



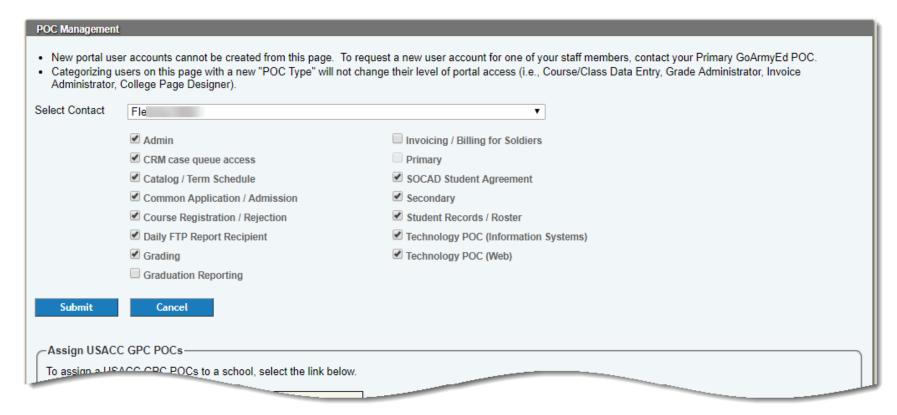
**Step by-Step Instructions:** College User Administration



## **POC Management: Email Distribution**

Setting up School Users for Email Notifications – Primary or Secondary POC must:

- Select school user from dropdown box
- Select checkboxes concerning the role the user has in GoArmyEd and "Submit"
- Not necessary to open CRM case to request for a user to be added to the email distribution list – SBSIs will be updated to reflect this

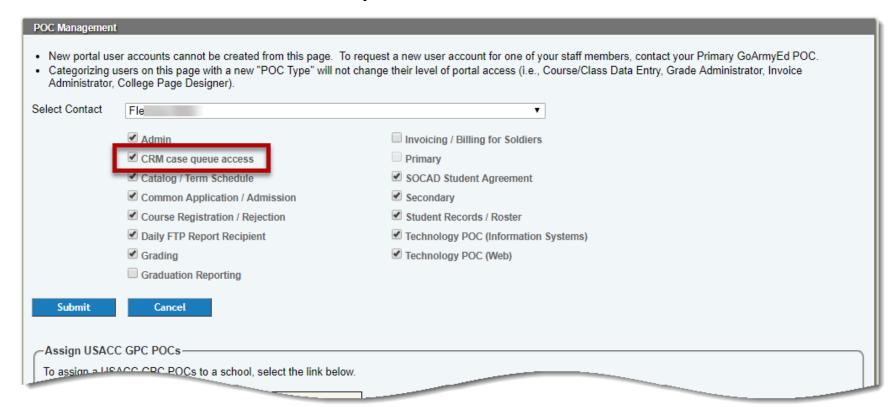


#### **POC Management: CRM Case Queue Access**

School users must have the **CRM case queue access** checkbox checked to have access to all School CRM queues.

Primary or Secondary POC must:

- Select the School User from the drop-down
- Select checkbox for CRM case queue access and select "Submit" button.



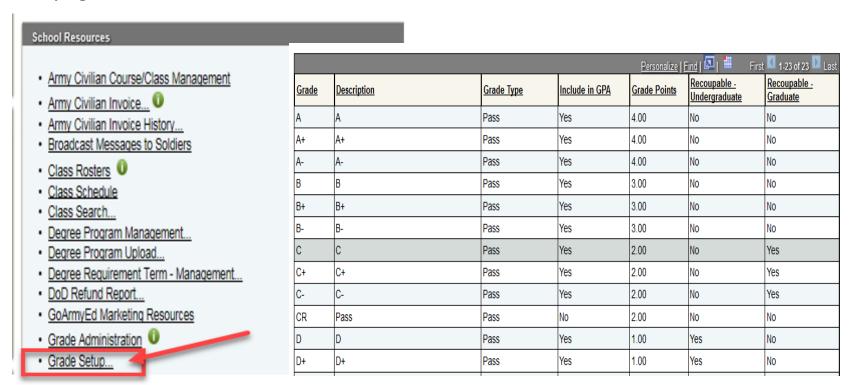


#### **Grade Setup**

Schools have the ability to add non-standard grades and update the Army defined standard grades on the Grade Setup page.

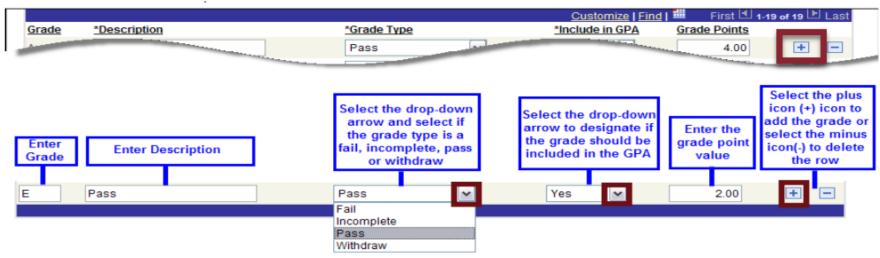
#### To access the Grade Setup page:

Select the "Grade Setup" link located in the School Resources section of the GoArmyEd homepage.



## **Grade Setup (continued)**

Select the plus sign (+) to add a new grade. The school will need to complete the Grade, Description, Grade Type, Include in GPA, and Grade Points fields. The school can also edit these fields for Army defined standard grades.



Please ensure your grades are up to date in GoArmyEd. The Grade Setup defaults to the Army's standard information.

For example :A=4 Grade Points, B=3 Grade Points, C=2 Grade Points, D=1 Grade Point, and F=0 Grade Points.

Note: Grade Point Values may vary depending on your school's grading standards.

**Step by-Step Instructions:** Grade Setup



## **SOC Sunset Activity and GoArmyEd**

#### **Student Agreement Template**

- Drop Down Degree Plans (DDDP)
  - If SOC template will continue to be used, remove all references to SOC
  - For SOC DNS codes, leave blank after 1 March 2019
- FDDP must still use sFTP Student Agreement in GoArmyEd
  - Student Agreement file will be updated to remove SOC/SOCAD references in the near future
  - Do not remove SOCAD column until file is updated
  - Leave SOCAD Column blank after 1 March 2019

#### **Process Overview**

- Begin removing SOC reference on school web pages
- Remove SOC from all marketing materials moving forward
- Deadline for removal is 29 March 2019



## **SOC Sunset Activity and GoArmyEd**

#### Questions received by GoArmyEd SOC Team

Q: Will the format of the input file for Fully-Developed Degree Plan (FDDP) Student Agreement submission through sFTP be changed to remove the SOCAD and SOCAD Network fields?

A: The format of the .csv input file for submission of FDDP student agreement information will remain the same. Army is working on removing the reference to SOC in GoArmyEd. Please continue to input data for the SOCAD and SOCAD Network fields through March 29, 2019. After March 29, leave these fields blank. The file will not process if the SOCAD and SOCAD Network fields are not included.

Q: Will FDDP degree maps need to be updated to remove SOC DNS codes?

A: GoArmyEd will provide direction on Degree Map revision needed before T750 (1 July-30 September 2019)

Q: Can we still use the SOC Student Agreement template to prepare Student Agreements/Official Degree Plans for students to upload to their GoArmyEd Course Planners?

A: Yes, schools may still use a version of the SOC Student Agreement template to build Student Agreements/Official Degree Plans for drop-down degree programs. Please remove all references to SOC after March 29, 2019.



#### **Poll Question**

- Student Agreements with EMPL ID
- What is your school name?
- Do you need the Empl on the Student Agreement Reports as well as the Student Agreement Error Report?
- If yes, do you use an automatic data process with GoArmyEd?
- Will you be willing to assist in testing this process before implementation?



# **Open Questions**

Use the WebEx Chat panel to submit your questions.

#### To open the Chat panel:



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

#### To ask a question:



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**

- The LOI School Newsletter will be sent to schools over the next two weeks.
- The webinar recording will be available in the GoArmyEd Message Center as well as the SOC Knowledge Base.
- The next LOI School call will be in May 2019.

