

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



GoArmyEd Non-LOI School Call

20 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



GO ARMY ED

Call Access Information

Wednesday, 20 February 2019
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 1-866-382-4783
Passcode: 90518
(Playback available until March 2019)

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



Army Credentialing Assistance Program

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

Credentialing Assistance Program Overview (continued)

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

Credentialing Assistance Program Overview (continued)

Management /Human Resources <ul style="list-style-type: none"> •Certified Associate in Project Management (CAPM) •Certified Lean Six Sigma Green Belt (ICGB) •Associate Professional in Human Resources (aPHR) •Project Management Professional (PMP)
Emergency Management <ul style="list-style-type: none"> • Certified Billing and Coding Specialist (CBCS) • Emergency Medical Technician (EMT)
Information Technology <ul style="list-style-type: none"> • AWS Certified Solutions Architect – Associate • Cisco Certified Entry Networking Technician (CCENT) • CompTIA A+ ce • CompTIA Security+ ce • CompTIA Network+ ce • Systems Security Certified Practitioner (SSCP) • Microsoft Certified Solutions Associate (MCSA): SQL Server 2012/2014 • Microsoft Certified Solutions Associate (MCSA): Windows Server 2012 • Microsoft Office Specialist (MOS): Microsoft Office 2016 • Microsoft Technician (MTA)
Fitness <ul style="list-style-type: none"> •ACSM Certified Personal Trainer (CPT)
Logistics <ul style="list-style-type: none"> • Certified Records Manager (CRM) • Certified Logistics Associate (CLA) • Overhead Crane Operator • Automotive Service Consultant C1
Vocational Trade Skills <ul style="list-style-type: none"> • Associate Electronics Technician (CETa) • Electronics Associate DC (EM1-EM5) • Certified Welder • STAR HVACR Mastery
Transportation <ul style="list-style-type: none"> • Commercial Driver License (CDL)
Food <ul style="list-style-type: none"> • ServSafe Food Protection Manager

- 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

Credentialing Assistance Program Overview (continued)

Soldier Type	MOS	COMPO	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	94S	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	9125	RA	Lean Six Sigma Green Belt	Academic Institution	\$2,195.00						\$2,195.00	6 Mar 19-14 May 19



Credentialing Assistance Program Overview (continued)

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)

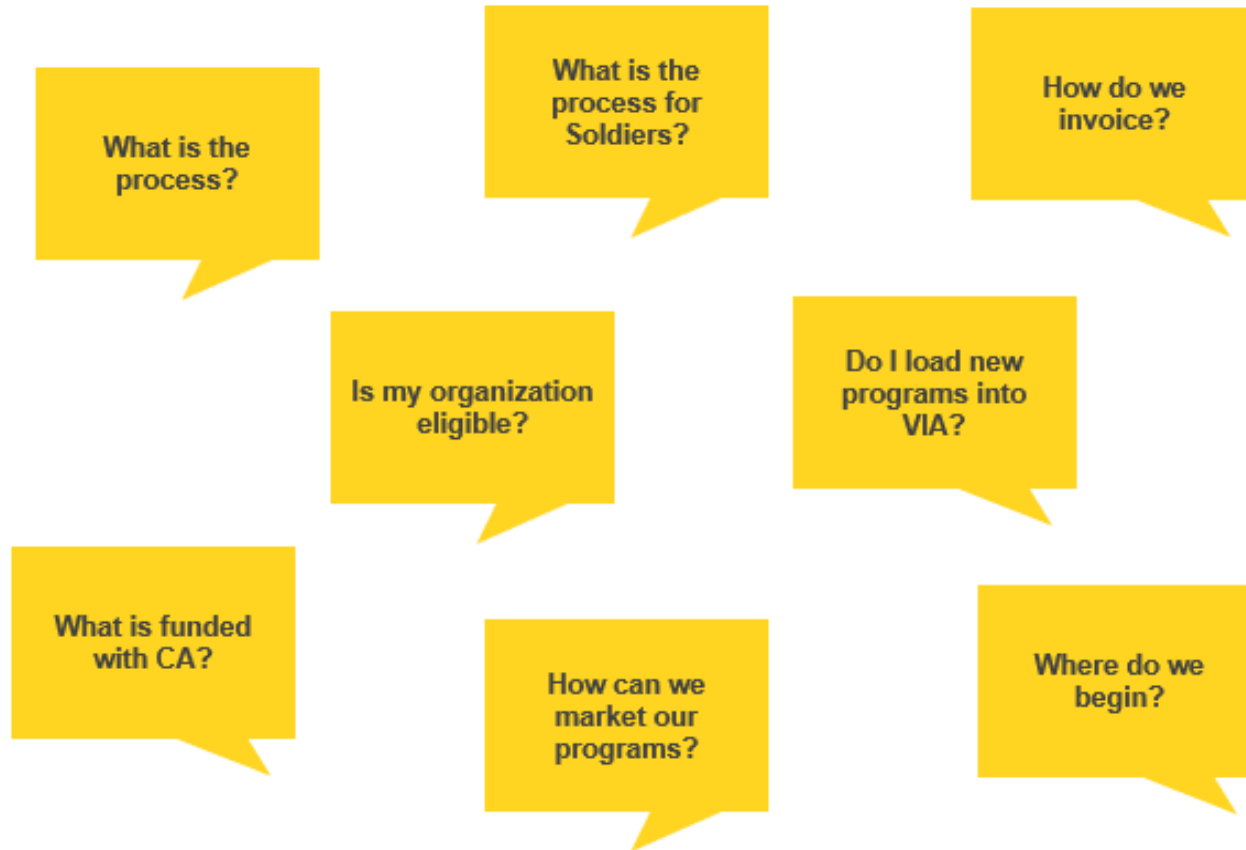
➤ AirForce



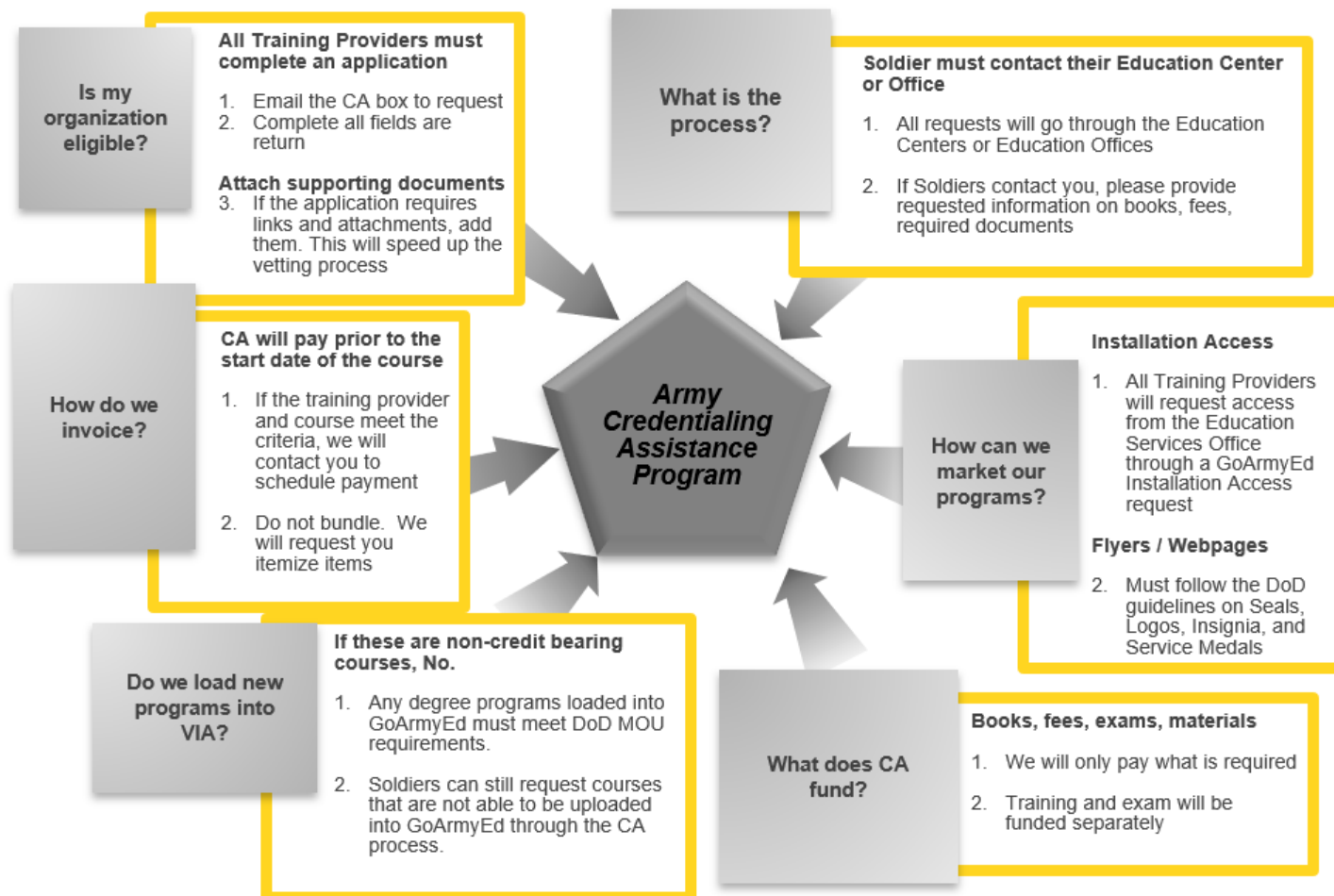
The AF COOL is a Total Force Enlisted program

- 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:
usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil

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

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

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

ARMY COOL
Credentialing Opportunities On-Line

Home

COOL Overview Credentialing Basics Costs & Funding Resources & Links News & Information Contact

1 Find & Select Related Credentials 2 Learn About Credential Requirements 3 Learn About Available Resources 4 Apply For and Take Exam

Find

Find & Select Related Credentials

Enlisted **Warrant Officer**

Choose an item and select from the list that displays

MOS ▾

ASI* ▾

Apprenticeship ▾

Civilian Career Area ▾

Common Core Credentials >

Manager Credentials >

Army Credentialing LUT >

Full Credential Search >

*More ASIs will be added to the site as they are evaluated.
[Note for Officers and Former Army](#)

Army Credentialing Limited User Test (LUT) conducted by ACES LOT Archive

The Army is funding a select list of credentials for LUT eligible Soldiers – Click above for more

Get the most out of COOL

How to Use Army COOL What Are the Steps to Get a Credential? What is Credentialing?

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

IBM Information

- **CAGE Code**
- **Enhancements**
- **School Logos**
- **Graduation Reporting**
- **Personally Identifiable Information (PII)**

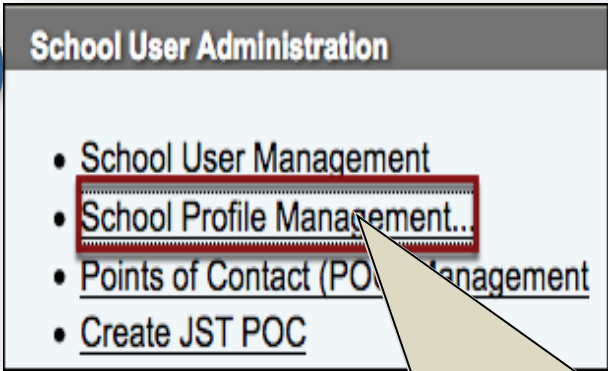


Keep Your CAGE Code Up-to-Date

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 www.SAM.gov (Schools must have an active CAGE code in order to submit an invoice and receive payment from DFAS)

1

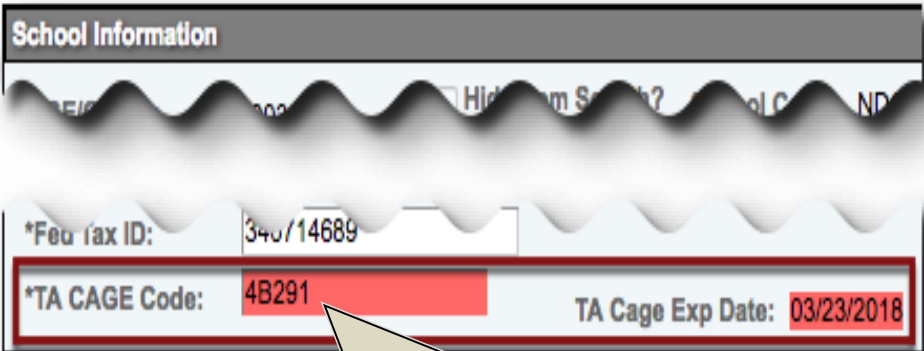


School User Administration

- School User Management
- **School Profile Management...**
- Points of Contact (POC) Management
- Create JST POC

Select the “**School Profile Management**” button from the **School User Administration** section of your homepage.

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School Information

*Fed tax ID: 340/14689

***TA CAGE Code: 4B291** TA Cage Exp Date: **03/23/2018**

View your CAGE Code expiration date at the bottom of the **School Information** section.

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.

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Enhancements

- **(Previous Release) Non-LOI TA Request Data Update-** The student's GoArmyEd User ID/ Empl ID displays on the Non-LOI TA Request PDF.

ARMY TUITION ASSISTANCE AUTHORIZATION

1	I. APPLICANT DATA	Emplid: 0130288	School Student ID: 1208843294	
	<u>A. Name (Last, First, MI)</u>	<u>B. SSN (Last Four)</u>	<u>C. Rank</u>	<u>D. Home School</u>
	Junior, Azhar	-8860	MAJ	Arizona State University

- **(21 Feb 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 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

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

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

Ex:

Program / Plan History [Select this link for an explanation of this page](#)

Name: [REDACTED]

Date: 04/02/2018 Status: Active in Program

Home College: Grand Canyon Univ Plan: Master of Science in Professional Counseling (MS-PC)

Admit Term: Trm 2 2018 Requirement Term: Trm 2 2018

Degree Confer Date:

Last Updated By: Plummer, Richard Whittingham Installation/Institution: NG-Montana Education Services Office

School POC requested assistance- The conferral date was listed as 11/27/2017, which is **BEFORE** the Effective Date where the SM was enrolled in the degree 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

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PII Reminder

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

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 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 use 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.)

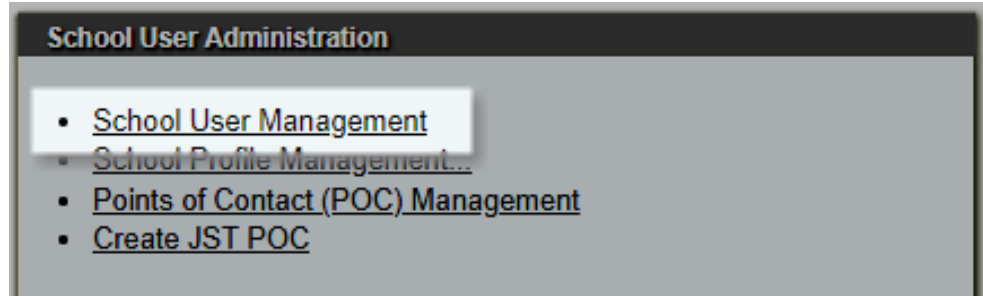
- **Point of Contact Responsibilities**
- **SOC Sunset Activity and GoArmyEd**
 - Student Agreement Template-SOC DNS
 - Process Overview
 - Course Planner and Student Agreement Template

Point of Contact (POC) Management

Responsibilities of Primary POC includes GoArmyEd POC Management for your GoArmyEd staff.

Using the “**School User Management**” link from the School User Administration menu:

- Activate/deactivate accounts
- Update attributes/roles
- Add new users



School Users for

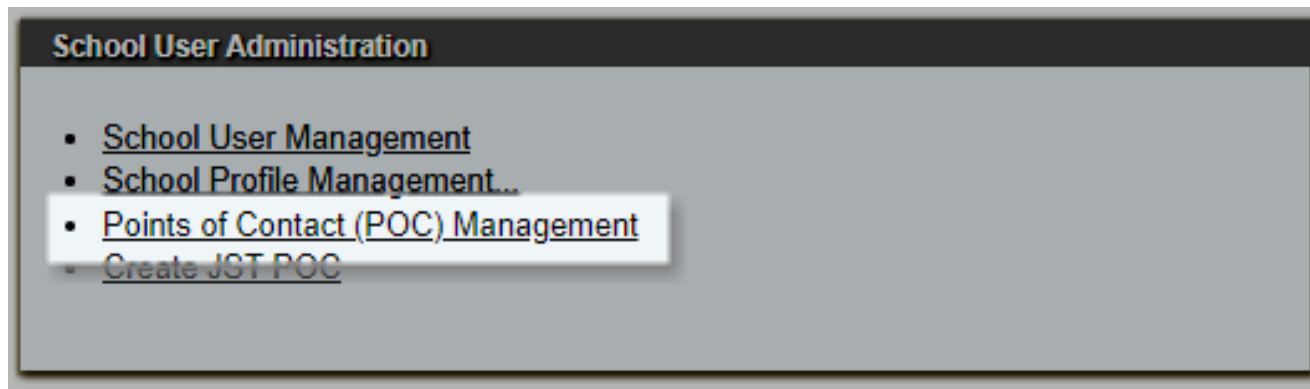
Last Name	First Name	Login Name	Email	Additional Responsibility	Activate/Deactivate	Update Account	Account Status
					Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin, School Pre-certifier, Secondary POC	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin, School Pre-certifier	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
				School Course Admin	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier, Primary POC	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
					Activate?	Update User?	Inactive

- Add New User
- Edit Users in POC Management
- Back

POC Management (continued)

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

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 transactions using the **Points of Contact (POC) Management** link under “School User Administration” menu

POC Management (continued)

Designate new PPOC using the **Designate New Primary POC** link on the POC Management page

- PPOC has the ability to designate a new PPOC through the **Points of Contact (POC) Management** link
- If no active PPOC, any user at your school can submit a CRM case to request the change

POC Management

To create a new user, click on the [School User Management](#) link on your homepage. You are allowed up to 2 alternate POCs and up to 3 GPC POCs. This page allows the Primary POC to designate a new Primary POC. Please note: Once a new Primary POC is designated, the current Primary POC's account will be deactivated and they will no longer have access to GoArmyEd.

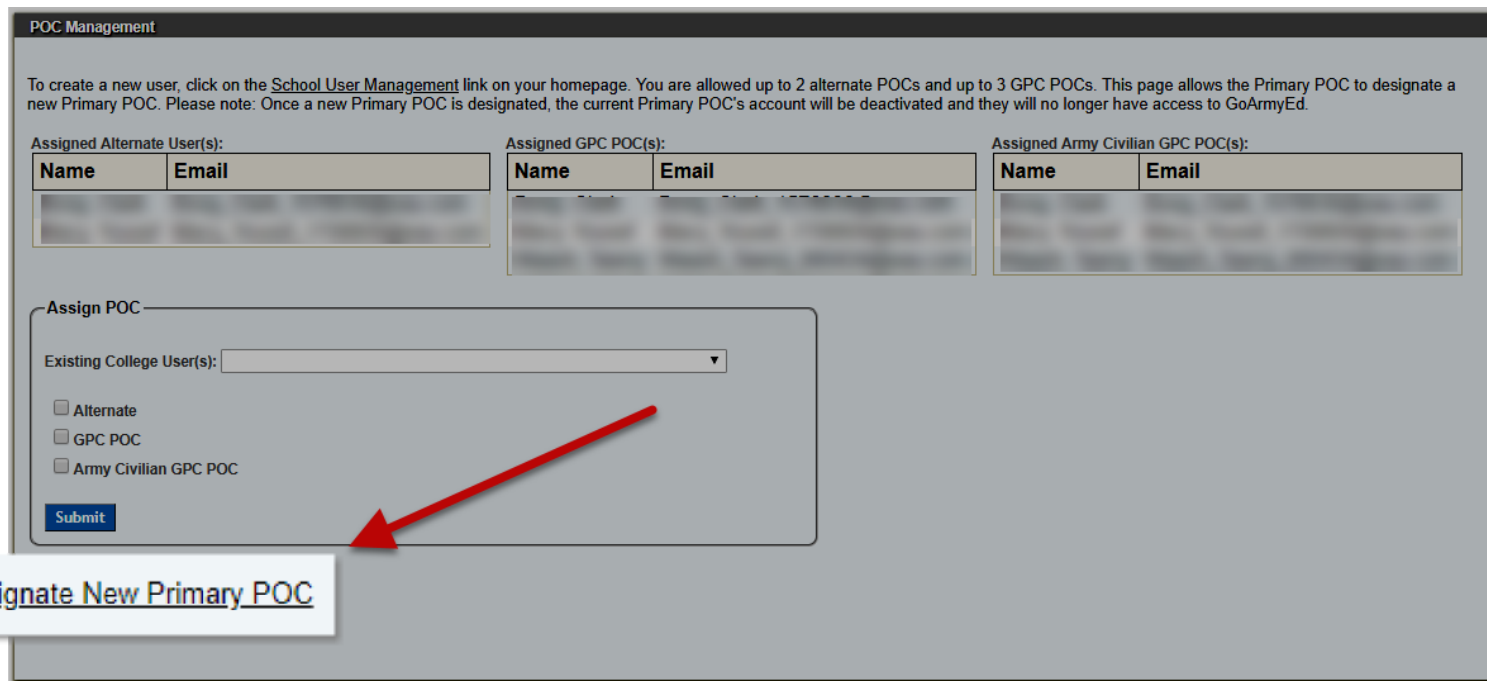
Assigned Alternate User(s):		Assigned GPC POC(s):		Assigned Army Civilian GPC POC(s):	
Name	Email	Name	Email	Name	Email

Assign POC

Existing College User(s):

Alternate
 GPC POC
 Army Civilian GPC POC

[Designate New Primary POC](#)



POC Management (continued)

To designate up to two Secondary/Alternate POCs:

- Select School User from “Existing College User(s)” drop-down
- Check “Alternate” checkbox and Submit

POC Management

To create a new user, click on the [School User Management](#) link on your homepage. You are allowed up to 2 alternate POCs and up to 3 GPC POCs. This page allows the Primary POC to designate a new Primary POC. Please note: Once a new Primary POC is designated, the current Primary POC's account will be deactivated and they will no longer have access to GoArmyEd.

Assigned Alternate User(s):

Name	Email

Assigned GPC POC(s):

Name	Email

Assigned Army Civilian GPC POC(s):

Name	Email

Assign POC

Existing College User(s): (Active) ▼

Alternate

GPC POC

Army Civilian GPC POC

[Designate New Primary POC](#)

Step-by-step Instructions: [School User Administration](#)

SOC Sunset Activity and GoArmyEd

Student Agreement Template-SOC DNS

- 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

Process Overview

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

Course Planner and Student Agreement Template

- 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.

Questions Received Prior to the Call

Q: Our institution received an email asking to post grades for a Soldier, however the student did not request GoArmyEd funding for that specific class. How do we proceed?



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
 - 1-866-382-4783
 - Passcode: 90518
 - (Playback available until March 2019)
- Next Non-LOI School call will be in **May 2019**
- **Non-LOI Newsletter will be sent in the next two weeks**