

Q&A from the July 2018 SOC GoArmyEd Non-LOI School Primary POC Training Sessions

1. Is the Go Army Website operational? I heard the system was down.

GoArmyEd runs 24/7 except during the installation of updates or maintenance. Schools are notified of scheduled downtime on the Message Center located on the GoArmyEd homepage.

Should GoArmyEd experience an unexpected outage, information will be available under the red "Alerts" button on the public homepage.

The GoArmyEd Helpdesk hours are 7am-7pm, Monday-Friday – closed on Saturday and Sunday, and the GoArmyEd Helpdesk ticket system (CRM) is available 24/7.

2. Can I see a summary of my school's degree plans so that I can edit my degrees as needed? Can I print out that list?

You can generate a list of your school's existing degrees in GoArmyEd by selecting the "Degree Program Upload" link located in the School Resources section of your GoArmyEd homepage. Select the "Add a New Value" tab. Then select the "Generate Current Degrees Text File" button to generate the file. NOTE: This list will also include inactive degrees entered by the school and manually entered degrees entered by Soldiers. Also, this report will display on your browser page, so you'll need to copy and paste the data into an Excel doc to save it.

Degree Program Upload

This page allows you to upload new Degree Program files, or perform a one-time update file upload for existing Degree Programs. Please select the "File Upload Instructions" hyperlink for detailed steps on how to upload a file and file format specifications.

School: WGU01 Western Governors University**

File Type: Degree File [Upload File](#) [File Upload Instructions](#)

*Action:

File Name	File Uploaded Date/Time	File Uploaded by	Status
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[Generate Current Degrees Text File](#)

[Submit](#)

[Return To Search](#)

3. If you have duplicate degree plans listed in the Degree Program Management tool, is there any negative impact if one of the degrees is deleted?

Schools may deactivate degrees in GoArmyEd as needed. We strongly recommend that schools only have one of each degree in GoArmyEd.

4. Can Tuition Assistance Request forms be accessible to our invoicing contact or does it have to come from the student?

School users with Course Administrator access may retrieve the Tuition Assistance Request by selecting the "TA Request Queue" link located in the School Resources section of the GoArmyEd homepage.

5. We have a large amount of course changes each year. Are there plans to be able to upload an extensive course file each year that would overwrite the previous year's courses allowing us to upload not only additions but changes and deletions?

At this time, updates to existing courses must be done manually; however, we will forward this request for consideration.

6. Columbus Technical College is approved by SACSCOC to award Technical Certificates of Credit, Diplomas and Associate Degrees. On GoArmyEd, the Degree Program Management tool only lists Associate's, Bachelors, Certificates, High School, and Masters degrees. We currently offer over 25 college Diploma programs, but Diploma is not listed as a selection. Soldiers and Education Counselors are at times confused when attempting to search for our diploma programs in VIA and usually settle for certificates instead. Is there any way to add "Diploma" as a degree level in the Degree Program Management tool?

At this time GoArmyEd is researching adding the "Diploma" level as an option.

7. Do students have TA Advisors on station in the event they have questions?

Soldiers may visit their Army Education Center and work with an Army Education Counselor in regard to their educational endeavors.

8. Which roles have access to TA Forms in order to print them out?

The Primary Point of Contact, Secondary Point of Contact, and Course Administrator have access to the TA Request Queue.

9. Where can I find the slides from the Non-LOI School PPOC training sessions?

The slides are available [here](#) in the SOC Knowledge Base.

10. Does the GoArmyEd Student Agreement format differ from the SOC DNS format?

Yes. To meet the GoArmyEd Student Agreement requirement, the file needs to be in PDF format and needs to be personalized for the individual student. The SOC DNS requirement is met either by entering the data into an online form on the www.goSOCed.org website or by submitting a flat file.

11. If you are new, how do you know if your school is part of a SOC Degree Network System (DNS)?

You can use the "Search the Network" tab on the SOC website, www.goSOCed.org to see if your school is listed as a SOC school.

12. Our school has uploaded all our degree programs into the Degree Program Management tool; however, some of our students entered their own degree programs with incorrect information. Is there any way to prevent soldiers from entering their own degree plan?

No, GoArmyEd does not have a way to prevent Soldiers from being able to manually type in degree information if they are not able to locate their degree in VIA. However, schools can locate these Soldier-entered degrees using the Degree Program Management tool and correct any information as necessary, understanding that you are changing degree information for just that one student.

13. What would be the proper way to calculate cost per credit? If a student is enrolled in 16 credits but is only requesting TA for 3 courses (9 credits) would the cost per semester credit hour be calculated by: total tuition divided by 16 credits or the 9 credits?

Tuition Assistance (TA) cost is verified by Army Certifying officials. There are different examples of how TA is calculated depending on whether a school offers flat rate tuition or not. If you have a question about how TA unit cost is determined for your school, please contact SOC or open a CRM case in GoArmyEd. For the specific case you referenced with the varying credit hours, please open a CRM case.

14. Our school has some programs in quarter hours and some in semester hours, which obviously leads to the wrong amount being approved. If I reject a Tuition Assistance Request, will the soldier be prevented from getting more funding or will they be able to keep approval and just need a new approval form with the correct amount?

The Soldier will need to resubmit the Tuition Assistance Request, and it will need to be approved by the Counselor prior to the start date of the class.

15. When should I invoice if the military's Fiscal Year ends during our semester? Should I wait until the next window to invoice Fall semester after Sept 30th?

FY19 enrollments will be Subject to Availability of Funds (STAF) as Soldiers will be able to enroll on 1 August for classes with a start date of 1 Oct 2018. The new TA policy will be effective on 5 August for TA enrollments.

FY18 enrollments for Soldiers will end on 14 September 11:59 PM EST for classes with a start date of 30 September or earlier. Counselors/CE's will have until 25 September to approve all FY18 enrollments.

16. If my school's tuition rates are uploaded in GoArmyEd, can I eliminate that data on my XML when I upload courses? If I let the system auto update tuition, I will get an error for my upload report because the system reports all standard tuition, not the DoD TA rate of 250 per credit.

You will need to enter the Tuition Rate approved by HQ ACES on the class file.

17. What if a course ends before final grades are posted? For example, we have courses held within a term but final grades are not due until a couple weeks later.

We understand that your school may have school board policies preventing you from entering grades until the end of a term/semester. If you are being asked for a grade that you are not able to submit within 14 days of the end date of a class, please let SOC know.

18. What is the difference between Degree Program Upload, School Course Entry and School Class Entry? Is it recommended for the college to upload all of them?

The Degree Program Upload collects degree information, the School Course Entry collects the overarching course information, and the School Class Entry collects class section information. The Degree Program Upload is for the batch upload process for degrees, and the School Course Entry and School Class Entry are manual pages for course and class data collection. The School File Upload page for course and class entry is the batch upload page for course and class upload files. While the Degree Program Upload and School File Upload pages may look similar, they are separate tools and are not interchangeable.

While it is not required, it is recommended that your school make the effort to front-load as much data in GoArmyEd as possible **if** it is feasible for you to do so. As a Non-LOI school, you may not have the Soldier enrollment volume to justify uploading courses and classes, and that is a decision each school makes individually. But it is highly recommended that you upload your TA-eligible degrees into GoArmyEd to increase your visibility in VIA for Soldiers and to ensure the correct degree information is being captured.

19. Our school policy when giving an incomplete is to allow students up to a year to complete a class. Are exceptions given although Army requires a grade in 120 days?

We understand that your school may have policies allowing Soldiers additional time for final grade entry when they've received an Incomplete. Understanding that the Soldier's account will remain on an Incomplete Grade hold until the Incomplete is resolved, you only need to provide the explanation if/when you receive an inquiry.

Additionally, Soldiers may request a hold deferral from their Army Education Counselor if the situation warrants it.

20. Can you explain the differences between LOI and Non-LOI? Is it just based on enrollment numbers?

The term "LOI" means "Letter of Instruction", referring to the participation agreement that schools sign when they onboard to integrate their schedule of classes and registration processes directly into the GoArmyEd system. LOI schools are required to upload their courses, classes, and degree programs into GoArmyEd for Soldier selection and enrollment, while Non-LOI schools are not required to do this. LOI schools are also required to use a daily Secure FTP flat file interface to receive and submit GoArmyEd Soldier registration and enrollment data for processing.

LOI participation is partially based on enrollment volume. Because LOI processes are so heavily integrated and automated within GoArmyEd, the technological capabilities at an LOI school must be robust enough to handle the interface requirements.

If your school is interested in exploring the possibility of onboarding as an LOI school with GoArmyEd, please open a CRM case to inquire.

21. How do you get involved with SOC again since things have changed?

You can go to the SOC website at www.goSOCed.org. Select "Get Help" link located at the top of the page. Then select "Submit a Question or Comment" to open a ticket. An appropriate SOC team member will contact you in regard to your inquiry. You may also find information regarding SOC membership in [this article](#) in the SOC Knowledge Base.