



PRESENTERS

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

Trent Stanfield, Finance Branch Chief/Budget Officer

Derek Jackson, Tuition Assistance Policy Program Manager

Gary Remington, SOC/Postsecondary Program Manager

Bree Charlot, Counseling Program Manager

Jason Bise, Education Services Specialist, GoArmyEd Branch

Russ Mott, Education Services Specialist, GoArmyEd Branch

Jennifer Kucan, Education Services Specialist, GoArmyEd Branch

Irina Rader, APT/Academic Testing Program Manager

Sophia Sweeney, CP 31/ACES Credentialing Program Manager

Amy Moorash, Chief, HQ IMCOM ACES

Ken Hardy, Chief, Education Services Branch, National Guard

Servicemembers Opportunity Colleges (SOC)

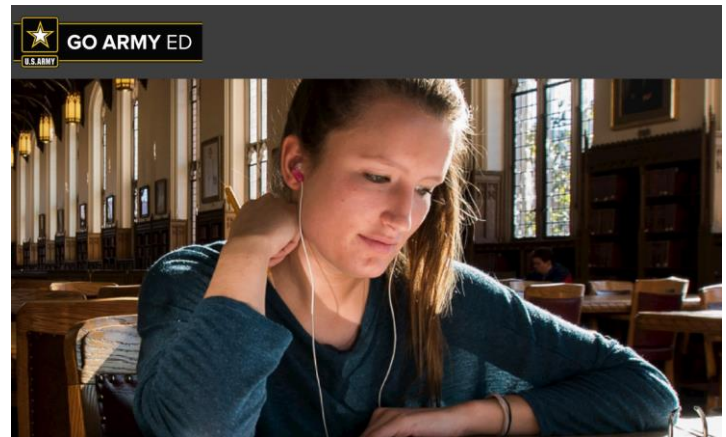
Stephanie Kahne, GoArmyEd Lead

Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons

IBM

Christina Milne, Customer Relations Lead

Diana Duparl, Maya Kirkland, Bethany Moore, Ruth Perez, Customer Relations Analysts



LOI SCHOOL WEBINAR RECORDING & SLIDE INFORMATION

The webinar recording and presentation slides are available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

REMARKS FROM DR. RAYMER

Thank you for all that you do to support Soldiers in pursuit of academic degrees and certificates. We are beginning work on a modernization of GoArmyEd that will result in a more user-friendly portal not only for Soldiers but for our school partners. We would welcome feedback from you on ways that would facilitate your use of the portal. Please provide that feedback to our team and if you are attending CCME in Austin in January we would be happy to hear from you during that week.

GOARMYED TEAM

DEPLOYMENT AND MILITARY WITHDRAWALS

Soldiers who need to withdraw from classes due to deploying must process a Military Withdrawal (WM) through their Education Center.

NEW TUITION ASSISTANCE (TA) POLICY REMINDERS

Student-Funded Classes

Under the new TA policy effective August 5, 2018, Soldiers must enroll in all classes in GoArmyEd, both TA-funded and student-funded, for classes to count towards the TA GPA. Schools must post grades, or process enrollment rejections, for both TA and student-funded classes.

Billing for TA-Funded classes

Schools should not bill Soldiers for TA-funded classes or impose holds or other penalties on a student's account when a Soldier has an approved TA request. Please consider this a guarantee of payment.

AUTO-ENROLLMENT NOT PERMITTED

Per Department of Defense Instruction (DoDI) 1322.25, schools are prohibited from using auto-enrollment practices

“Refrain from automatic program renewals, bundling courses or enrollments. The student and Military Service must approve each course enrollment before the start date of the class.”

-DoDI 1322.25, Pge 36, Item K

Schools using auto enrollment practices must cease immediately to remain in compliance for participation in GoArmyEd. Soldiers must enroll in classes each term.

CHANGES TO GOVERNMENT PURCHASING CARD (GPC) CONTRACT

Effective 30 November 2018, under the terms of the new US Bank SmartPay3 GPC contract, all current GPC Visa accounts were closed, and new GPC MasterCard accounts opened. Schools must accept MasterCard prior to 30 November for continued processing of GPC payments. As a reminder, methods other than GPC will not be approved for payment of TA funds.

If your school does not currently accept MasterCard, contact your acquirer for a merchant account application, or visit <https://www.mastercard.us/en-us/merchants.html>.

All invoices submitted after 23 November 2018 are being processed manually. Please allow up to 60 days for approval and payment.

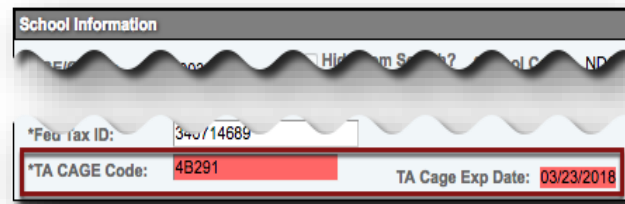
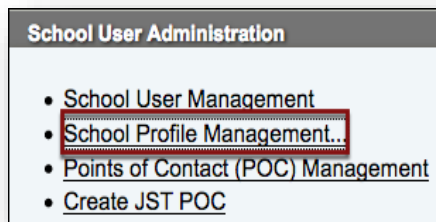
Questions? Email usarmy.knox.hrc.mbx.tagd-aces@mail.mil, ATTN: Finance Team.

TOPICS OF DISCUSSION FROM IBM

KEEP YOUR CAGE CODE UP-TO-DATE

Check your Commercial and Government Entity (CAGE) code in GoArmyEd to ensure it is up-to-date. If the CAGE code is near the expiration date, renew it **BEFORE** it expires at www.sam.gov. CAGE code updates may take up to 48 hours to appear in GoArmyEd. **TA payment to your school will be delayed if your CAGE code expires.**

Primary and Secondary POCs (PPOCs and SPOCs) can view the CAGE code status on their “**School Profile Management**” page.



CURRENT AND UPCOMING ENHANCEMENTS

ALERT MESSAGES

GoArmyEd now has an **Alert** message where schools can find messages from the GoArmyEd helpdesk regarding scheduled system downtime, new processes, and other important information.



PASSWORD CHANGE STANDARDS

The link for NIST Password Standards on the Password Change page has been removed, and the NIST Password Standards are now displayed as text directly on the Password Change page.

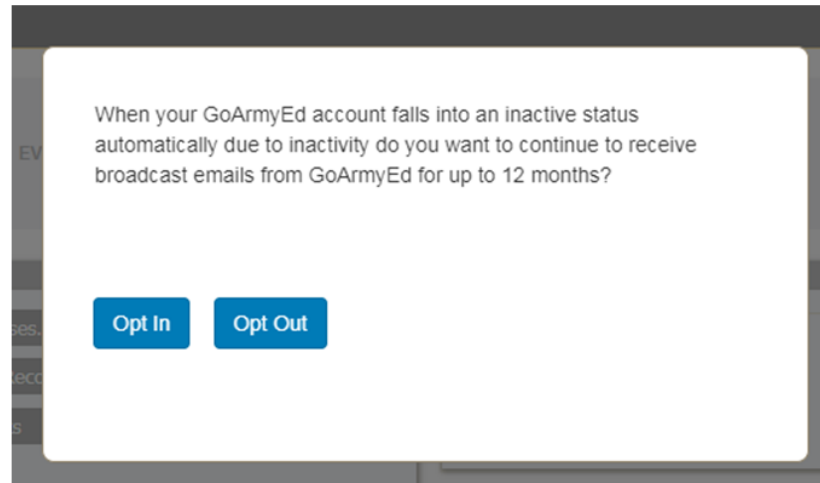
NIST Password Standards

- Minimum of 15 characters, maximum of 25 characters
- Contain 2 upper case characters
- Contain 2 lower case characters
- Contain 2 numbers
- Contain 2 special characters(!@#\$%^&*~_-=+,.?)
- Cannot contain spaces
- Cannot contain personal information such as names, telephone numbers, or account names
- Cannot reuse one of the 10 previous passwords used
- Password must be at least 8 characters different than previous password
- Be case sensitive

SOLDIER OPTION TO OPT OUT OF BROADCAST MESSAGES

Soldiers will be given the option to opt out of broadcast emails if their accounts are deactivated. Once implemented, a pop-up will appear upon login requiring them to opt-in or opt-out of broadcast messages if their account is deactivated. Opt-out is the current default option.

Pop-Up Showing for Base Role



GRADUATION REPORTING

Opening Helpdesk Cases to Report Graduations

If you are unable to report a Soldier's graduation using the "Graduation Reporting" link on the Soldier's record, please open a Helpdesk case and include:

- Date of degree conferral
- GPA
- Degree Title - If the degree title displayed on the Soldier's record is different than the degree plan you are attempting to report the graduation for, note this in the case.
- Honors (if applicable)
- Screenshot of the error received when attempting to report the graduation

A helpdesk case with the above information must also be opened if the degree plan displayed on the Student Record is different than the degree for which the graduation is being reported.

Conferral Date After Degree Effective Date

A graduation CANNOT be reported if the conferral date is after the degree effective date shown in the Student Program/Plan History

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 **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

REMINDERS

School Logos

Schools can upload their logos to GoArmyEd to appear on the public homepage. Logo image requirements are available [here](#).

Protecting Personally Identifiable Information (PII)

PII includes, but is not limited to, social security number, date of birth, place of birth, mother's maiden name, and biometric records. All GoArmyEd users should **ONLY use the GoArmyEd ID number** in cases, eFile documents, and any other uploaded documents. If screenshots are used, please remove all PII.

PULSE SURVEY

Please complete the pulse survey that appears when you log out of your GoArmyEd account. Your feedback is important to us!

TOPICS OF DISCUSSION FROM SOC

RESOLVING LATE CRM CASES

Schools should check their CRM case queue daily and assign and resolve cases as soon as possible. The Army expectation is that cases will be resolved **within 30 days**.

The screenshot shows a web interface titled "Helpdesk Information". It contains the text "Retrieve Helpdesk Cases." followed by "Case Number:" and an input field. To the right of the input field is a blue button labeled "Retrieve Case Details" with a green information icon. Below the input field are two bullet points: "View CRM Case Queue" and "View My Case(s)".

If your school has cases that are approaching or past 30 days open, SOC will notify the PPOC to offer assistance and ensure timely case resolution and closure.

REMINDER: Adding a note does NOT close a case.

LATE GRADES

Grades must be posted, or enrollments rejected, **within 14 days** of a class end date. Soldiers are placed on a No Grade hold and prevented from requesting TA if a grade is 45 days past due.

Schools can find a list of outstanding grades in the SFTP Outgoing/Reports folder.

POSTING GRADES

Schools can report grades using the [Web Grading Tool](#) or via [SFTP Grade Import](#).

REACTIVATING A CANCELLED CLASS

Schools can reactivate cancelled classes instead of adding a new class section.

Select the "Soldier Course/Class Management" link from the School Resources section. Select the "Search for a Specific Class Section" link and enter the necessary search criteria to find the class.

On the Class Details screen, uncheck the “Cancel” box. Check “Submit Class to Production” and click “Submit”.

Submit Class to Production: Check this box as confirmation that the data is accurate and the class or changes should be moved to production. If the box is unchecked, the data will be saved for future reference but not submitted to production.

REMINDER: Cancelling a class automatically rejects all enrollments; reactivating the class will not reinstate enrollments. If a class is reactivated, contact Soldiers to alert them of the need to re-enroll. If the class start date has passed, open a CRM case.

CORRECT TUITION RATES IN GOARMYED

There has been an increase in incorrect tuition rates entered in GoArmyEd. **Please ensure all tuition rates are correct.** TA can be used for tuition only – no fees.

CALL Q&A SESSION SUMMARY

- Q:** I have students with current degree plans submitted for FDDPs but as of 21 October, six of them have received holds for no Student Agreement/Official Degree Plan. Is there a communication problem between the FTP and GoArmyEd student records? I have opened a case about this issue.

A: There is no known issue with delayed processing, but IBM is researching the issue.
- Q:** What does the N/A stand for in the Request Status column on a Soldier's Education tab?

A: As an LOI school, all enrollment checks are auto-approved, but for non-LOI schools, TA requests must be approved by an Education Counselor. It says N/A because they were auto-approved and the manual approval is not applicable to LOI schools.
- Q:** When will SOC DNS be adding secondary POC capabilities?

A: Please reach out to the SOC DNS team at 1800-892-7205 x1 or by opening a ticket at www.goSOCed.org for assistance.

4. **Q:** Is there a different way to approve a Student Agreement besides using the Course Planner? If the Soldier does not build a Course Planner, how can the Student Agreement be approved to prevent the Soldier from going on hold?
- A:** No, the Student Agreements must be approved within the Course Planner. The Soldier is responsible for uploading the Student Agreement and submitting the courses in the Course Planner for approval. The Student Agreement/Official Degree Plan hold alerts the Soldier that Student Agreement approval is needed to continue requesting TA.
5. **Q:** Is there any update on the Common Application reports erroneously listing currently active students as ones requiring acceptance?
- A:** There is no update at this time, but a change request has been initiated.
6. **Q:** Regarding TA requests and LOI vs. non-LOI approvals, are the LOI requests only auto-approved after the Course Planner has been approved, or from the very first request?
- A:** Soldiers can enroll in up to six semester hours (SH) before the Course Planner is required. These courses will be auto-approved regardless of whether a Course Planner has been started or a Student Agreement/Official Degree Plan has been approved. After six SH, Soldiers must input their courses in the Course Planner, gain approval, and enroll through the Course Planner for the requests to be auto-approved.
7. **Q:** When did the policy of posting the student agreement before a student earns 6 semester hours at their home school change? I don't recall that change but have learned from students that GoArmyEd will not allow them to register for their first course until the degree plan is posted and approved in their Course Planner. Our new students, some of which have never taken a class, cannot request TA until their degree plan and Course Planner is approved. Their Request TA button is blocked and GoArmyEd will not let them add classes until the admissions counselor approves.
- A:** There has been no policy change regarding the 6 SH of allowable enrollment prior to Course Planner and degree plan approval. This appears to be a technical issue and it was recommended the school open a Helpdesk case, including screenshots and noting specific Soldiers, so it can be further researched.
8. **Q:** If the institution uploads the Student Agreement/Official Degree Plan, and the student uploads a copy as well, it invalidates the document the institution uploaded. Besides asking the student to not upload a copy, as well, is there anything we can do to prevent this?
- A:** In the Course Planner, the more recent upload will override the previous one. A future enhancement is being considered that will prevent this.
9. **Q:** I had asked previously if it is possible to add an "application pending" queue like the course planner pending feature. Any consideration on this matter?
- A:** That enhancement is not currently planned; however, HQ ACES will explore this for further consideration.

CLOSING INFORMATION

Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is scheduled for February 2019.

Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at www.goarmyed.com.

For SOC related inquiries, please open a ticket using the "Get Help" link at www.goSOCed.org.