GoArmyEd LOI School Webinar

Welcome

GO ARMY ED

U.S. ARMY

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

GoArmyEd LOI School Webinar

21 May 2019

1:00 pm-2:30 pm EST

Subject Matter Experts

Headquarters Army Continuing Education System (HQ ACES)

IBM, Army Technology Integrator

GoArmyEd School Support Team

GoArmyEd LOI School Webinar

Welcome to the May 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 GoArmyEd School Support Knowledge Base.
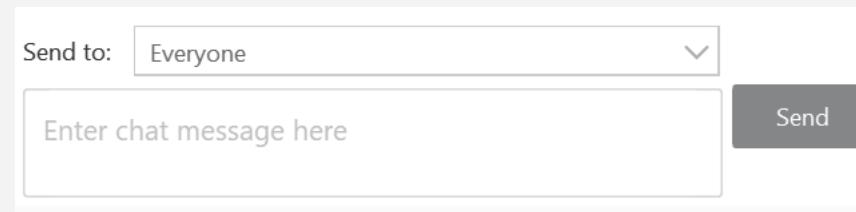
There will be time for questions after the presentations and previously submitted questions.

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.

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**, School Support/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
- **Rich Cadwell**, 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

- **Nicole Puskar**- Customer Relations Lead, IBM

- **Ruth Perez**- Customer Relations Analyst-SME, IBM

- **Diana Duparl** –Customer Relations Analyst, IBM

- **Bethany Moore**- Customer Relations Analyst, IBM

GoArmyEd Introductions

GoArmyEd School Support Team

- **Stephanie Kahne**, GoArmyEd School Support Lead

- **Su-Mei Hedges,** GoArmyEd School Support Liaison

- **Patricia Taylor,** GoArmyEd School Support Liaison

- **Susan Wolozyn**, GoArmyEd School Support Liaison

- **Tania Betancourt-Urquiaga,** GoArmyEd School Support Liaison

- **Anna Catelli,** GoArmyEd School Support Project Manager

Webpage: https://www.goarmyedschoolsupport.org/

Contact Phone number: 1-800-892-7205

HQ ACES INFORMATION

Agenda:

Welcome – Dr. Pamela Raymer, Chief HRC ACES

ACES Information
- Update to Modernization (Timeframes)
- School Advisory Board
- Update on timeframes for CQ changes
- School submitting CRM for Soldier, use Soldier account

GoArmyEd Credentialing Program
- Credentialing Program Update

IBM Information

Updates
- SOC/School Support Name Change & Case Queue Impacts (routing, category/subcategory)
- 30 April 2019 Release Item
- **"GoArmyEd Tutorials"** Link (Previously "Training" Link)
- Newly Redesigned Hip Pocket Guide Brochures Available

Reminders
- Graduation Reporting
- CAGE Codes
- School Logos
- Reminder: Personally Identifiable Information (PII)

SOC/School Support Name Change & Case Queue Impacts

The SOC Degree Network System (DNS) and Career and Technical Education (CTE) resource list was sunset on 29 March 2019. All GoArmyEd processes will remain the same.
The name of the Servicemembers Opportunity Colleges Liaisons team changed to GoArmyEd School Support

When escalating a Helpdesk case, you will now select **"Escalate to School Support"** from the drop-down as the primary category under Select New Action drop down menu.

Select New Action:

- Add Note
- Escalate Case
- Close Case
- Return - More Case Info Needed
- Escalate to Student Support
- Escalate to ACES
- Escalate to College
- Escalate to School Support
- Escalate to Training Manager
- Escalate to Career Program Manager
- Escalate to Army Civilian Admin HQDA
- Escalate to HQ ACES
- Escalate to AG1-CP
- Escalate to SME

30 April 2019 Release Item

On 30 April 2019, a change went in the system to allow the full SSN to populate on outgoing Student Agreement PDFs and Outgoing Student Agreement Error reports for LOI School Users.

NOTE: There are no changes to the Student Agreement Input file. The school must still submit using the full SSN.

Outgoing SA PDF with Full SSN

Outgoing SA Error Report with full SSN

The change also included the removal of "SOCAD" and "SOCAD Network" rows and columns from the Student Agreement PDF and the outgoing Student Agreement Error report. Any information provided in these rows on the input file will not generate on the new version of the Student Agreement.

Outgoing SA PDF

Old PDF

New PDF

Outgoing SA Error Report

Old Report

New Report

CAUTION: Use of SSN is highly sensitive. The use and sharing of the SSN needs to be protected under DoD MOU, PII policies, and FERPA. Any violations will be reported to the Army. This includes not uploading files containing the SSN to eFile in GoArmyEd, a CRM case, or emailing these files to anyone for any reason. If you need to upload a file to the system that includes the SSN, please remove the SSN before uploading

GoArmyEd Tutorials Link

"GoArmyEd Tutorials" formerly known as the **"Training"** link, contains Quick Reference guides (QRs), Step-by-Step-Instructions (SBSIs) and instructional videos to help users navigate through different pages and processes in GoArmyEd.
https://www.goarmyed.com/student_support/student_support_training.aspx

Support Resources

- G-3/5/7 Communications
- GoArmyEd Marketing Resources
- GoArmyEd Responsibility Matrix
- GoArmyEd Tutorials

GoArmyEd Training

Below is the Reference Documents link

- View Reference Documents ⓘ

Reference Documents

Below is a list of reference documents to assist you with performing transactions using the GoArmyEd portal. Use the Document Category drop-down list to organize the documents by the intended audience and sorted by the document type and title. Document types may include step-by-step instructions, process flowcharts, quick references, and technical specifications. Click the PDF link to display the Graphics & Text version or the HTML link to display the Text Only version. When the date in the 'Date Modified' column is in bold red print, this indicates that the document is new or has been revised within the past 30 days.

HINT: Use CTRL F on your keyboard to enter a keyword in the Find field that appears.

Select a Reference Document Category: [ALL ▼]   **Post Document**

Document Type	Name	Description	Graphics & Text	Video	Text Only	Date Created	Date Updated		
Step-by-Step Instructions	Creating and Tracking Your Cases	This step-by-step instruction addresses the steps for a GoArmyEd portal college user to create and track cases that have been created by college users for themselves.	Pdf	Not Available	Not Available	8/4/2006	**3/26/2019**	Edit	Delete
Technical Specification	Technical Specifications - Degree File Upload Instructions	This document provides instruction for preparing upload files for Degree Program data. Schools should use this document when preparing documents for upload to the Degree Program Management tool.	Pdf	Not Available	Not Available	4/3/2015	**3/26/2019**	Edit	Delete
		This step-by-step instruction explains the							

Newly Redesigned Hip Pocket Guide Brochures Available

This Hip-Pocket Guide Brochure replaces the wallet card. It provides detailed information on the common processes that Soldiers will perform as they register for and take courses. This document acts as a self-help tool for Soldiers.

1

Support Resources

- G-3/5/7 Communications
- GoArmyEd Marketing Resources
- GoArmyEd Responsibility Matrix
- GoArmyEd Tutorials

2

GO ARMY ED
U.S.ARMY

Your Guide to Army Tuition Assistance

Supporting Soldier Education
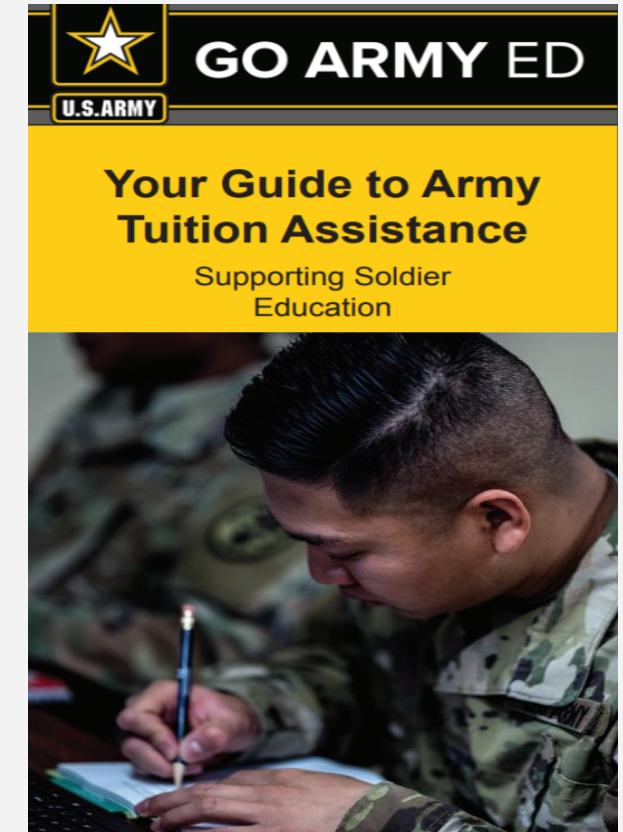
Note: All users can download a PDF version of the Hip Pocket Guide Brochure from the GoArmyEd Marketing Resources page, located at https://www.goarmyed.com/common/goarmyed_marketing_resources.aspx.

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 **CANNOT** report a graduation if the conferral date is before the 'Effective Date' listed on the Program/Plan History page.

Ex:

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 **CANNOT** be reported for Cadet students.

- If the degree plan displayed on a Service Member's Student Record is different than the degree plan that is attempted to be reported, please open a Helpdesk case for further assistance.

- Please attach a screenshot of the error message received when attempting to report graduations in the Helpdesk case.

CAGE Codes

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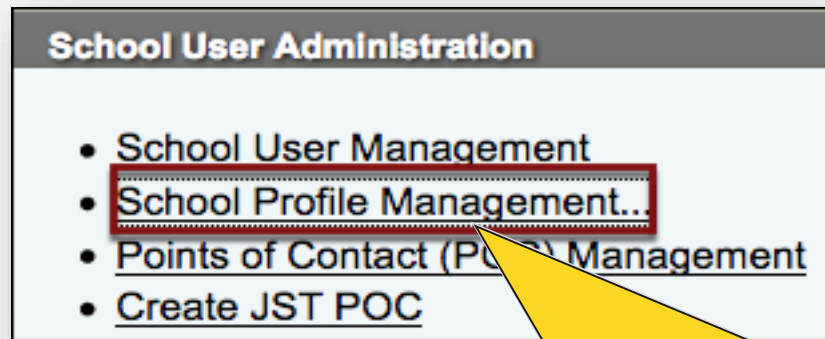
Select the **"School Profile Management"** button from the **School User Administration** section of your homepage.

2

School Information

*Fed Tax ID: 34714689

*TA CAGE Code: 4B291   TA Cage Exp Date: 03/23/2018
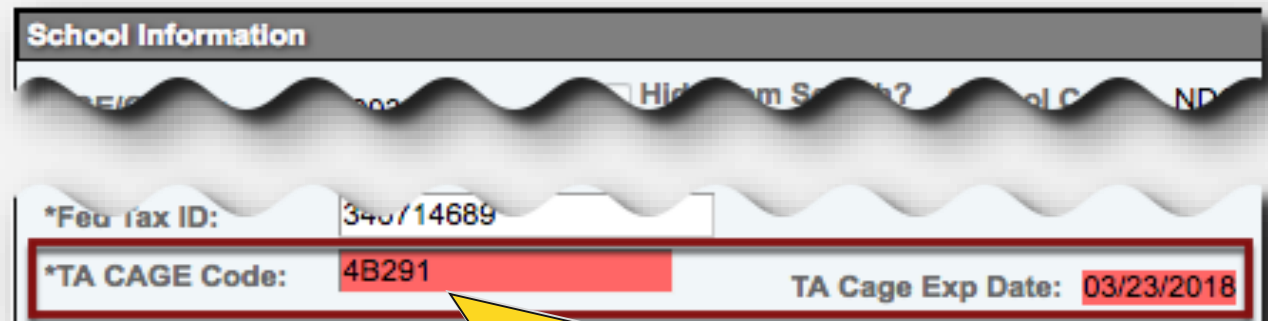
View your CAGE Code expiration date at the bottom of the **School Information** section.
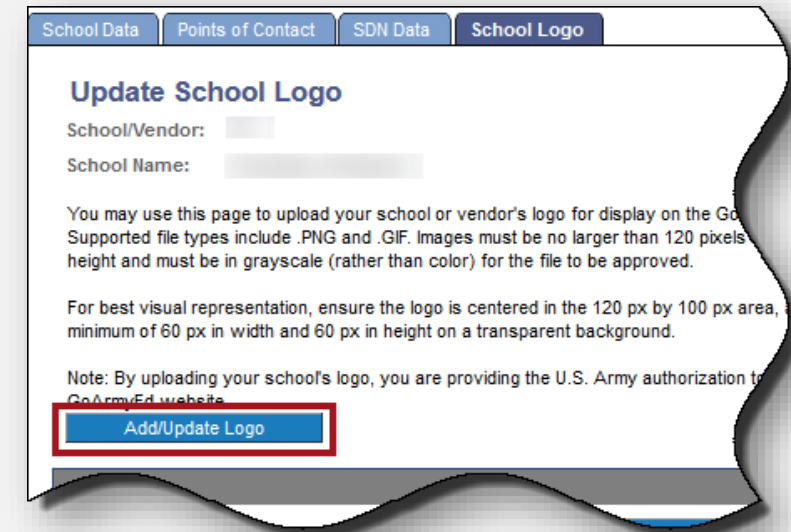
Note: Please note there is **NO** cost to have a CAGE Code. It may take up to **48** hours for updates to appear in GoArmyEd.

School Logos

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

Note: Submitted logo requests that do not adhere to the above specifications will be rejected.

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

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 uses GoArmyEd User 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 (e.g., Students, School POCs, etc.)

GoArmyEd School Support Information

Student Agreements

- Upload/Submit Student Agreements on Current and Prospective Student Roster Report
- SOCAD/SOCAD Network Row Headers- Leave columns blank

Prospective and Current Student Roster

- Full SSN being researched and will be in a future release

CRM Case Routing Updates

LOI User Roles

CRM Management

Graduation Reporting

Course Changes

- Course Report
- What can School Change
- What requires a CRM case

PII/FERPA

Student Agreements

When uploading the Student Agreement CSV file in secureFTP (SFTP), please continue to leave the SOCAD and SOCAD Network fields blank. The titles of the rows will remain, but the data is no longer required. If any data is accidentally put in these fields, it will not transfer to the Soldier's new Student Agreement PDF.

Status		N		
Last Name		Smith		
First Name		John		
SSN		123456789		
SOCAD		4		
SOCAD Network		General Business		
Degree Title		BA-GB		
Credit Hours		S		
Other Deg Requirements		GPA 2.0, High school diploma		
JST Transcript Used		Y		
Signed Dated		Walt Disney - 01/01/2009		
Title of College Official		College administrator		
Notes				
Subject	Catalog		Credits	Type	Descr

Row headers will remain

Leave these fields blank

GoArmyEd School Support

Prospective and Current Student Report

The Prospective and Current Student Roster report is still under review and development to return the full Social Security Number (SSN) to this report.

We will continue to monitor this report and keep schools informed.

CRM Case Routing Updates

- With the name change from SOC to GoArmyEd School Support, the CRM case queue has changed
- School Support cases will now route to this team
- School Inquiry cases will route to LOI schools
- Policy Questions will route to HQ ACES

LOI User Roles

Primary Point Of Contact (POC)

-Complete/maintain school account set-up, school profile

-Delegate Primary POC role to another school representative

-Provide user rights to other authorized employees such as Invoice Administrator, Course Administrator and JST POC roles

-If HQ ACES approved, review Course Planners

-Serve as Army's contact for questions

-Enter/edit degrees in the DPM tool

Secondary POC

-Act as Primary POC in the absence of Primary POC

-Maintain school set-up data and provide user rights to others at the school

-Enter/edit degrees in the DPM tool

Course Administrator

-Post grades for Soldiers attending school

-Generate an online roster for classes

-If HQ ACES approved, review Course Planners

-Enter/edit degrees in the DPM tool

Invoice Administrator

-Create/submit an invoice

-Refund previously approved invoices

-If HQ ACES approved, upload Tuition rates

-View school's invoice history

-Refund previously approved invoices

Government Purchase Card (GPC) POC

-Receive email notifications from GoArmyEd when an invoice and an amount have been approved by the Army

-Have access to a credit card number the school will use to process payment

Course Data Entry

-Enter course/class data update course/class data

School Page Designer

-Create and update the My School Web page

Basic LOI School Role:

- Create case for self in GoArmyEd
- View training and records of Soldiers who attend that school
- Create helpdesk case on behalf of Soldier
- Access, view and resolve cases in school case queue
- Create communications via CTS
- Access class rosters
- Process rejections and rejection exceptions
- Report graduation*

CRM Management

Rather than accessing cases by putting in the case number, access cases through the links under Helpdesk Information

For cases opened in an account other than your own, access using
- "View CRM Case Queue"
  - Escalated to your school (Soldier's account)
  - Not yet assigned to a user at your school
- "View My Cases"
  - Assigned to you
  - Returned to you as a previous case owner to close/resolve

For cases opened in your account, access using "Create/Track Helpdesk Cases"
- Returned to you as the account holder

Helpdesk Information

Retrieve Helpdesk Cases.
Case Number: [   ]

Retrieve Case Details

- View CRM Case Queue
- View My Case(s)

- Create/Track Helpdesk Case(s)
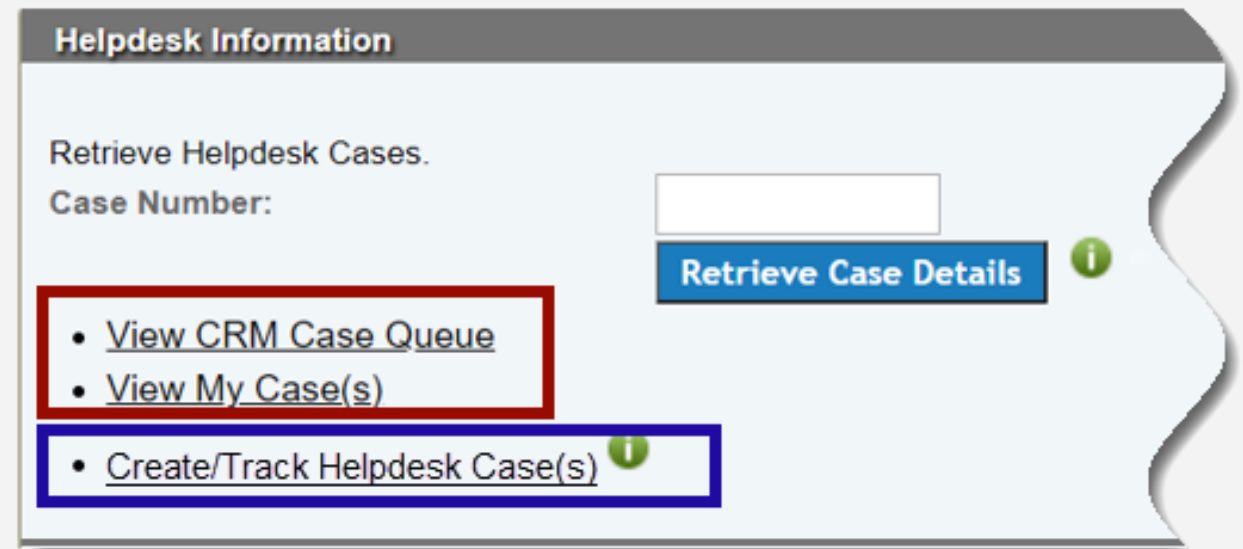
Graduation Reporting

To ensure that Soldiers do not take classes that are no longer advancing them toward their degree, schools must submit graduation reports any time a Soldier meets the following graduation criteria:

- Have completed all degree requirements
- If required by the school, submitted an approved application for graduation

Users must have Course Administrator access to report graduations.

To report a graduation, retrieve the Student Record by entering in the student Last Name and Last four or GoArmyEd User ID into the **Student Management** section of their GoArmyEd account. From the Student Record select the **"Graduation Reporting"** link.

Step-by-step Instructions on **Reference Documents** page: **Web Graduation Reporting**

If your school is set up for graduation submission via Secure FTP, the technical specifications for the batch file can be found in the Document Repository: **Graduation Reporting**
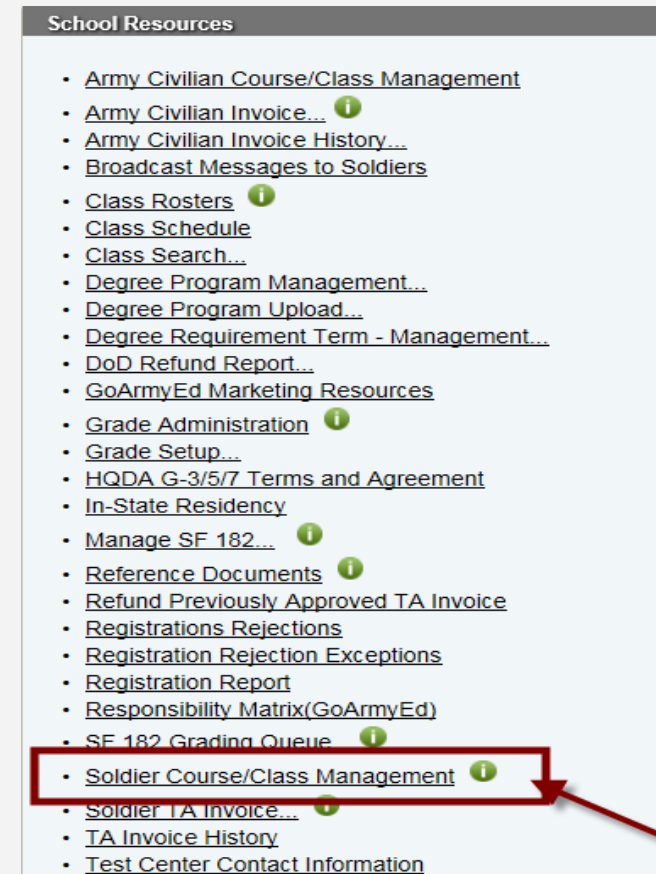
Course Changes

- Schools must ensure course information is accurate in GoArmyEd.

- You can view a comprehensive listing of all your school's GoArmyEd courses including status (i.e. Inactive, Saved, Active, Error) by viewing the Course Report in Secure FTP.

- The file is updated daily.

Course File: Outgoing > reports folder (campus_courses.txt)

Step-by-step Instructions on **Reference Documents** page: **Updating Courses and Classes**

Updates to courses must be completed in the **"Soldier Course/Class Management"(SCCM)** tool.

School Resources

- Army Civilian Course/Class Management
- Army Civilian Invoice...
- Army Civilian Invoice History...
- Broadcast Messages to Soldiers
- Class Rosters
- Class Schedule
- Class Search...
- Degree Program Management...
- Degree Program Upload...
- Degree Requirement Term - Management...
- DoD Refund Report...
- GoArmyEd Marketing Resources
- Grade Administration
- Grade Setup...
- HQDA G-3/5/7 Terms and Agreement
- In-State Residency
- Manage SF 182...
- Reference Documents
- Refund Previously Approved TA Invoice
- Registrations Rejections
- Registration Rejection Exceptions
- Registration Report
- Responsibility Matrix(GoArmyEd)
- SF 182 Grading Queue
- Soldier Course/Class Management
- Soldier TA Invoice...
- TA Invoice History
- Test Center Contact Information

Course Changes(continued)

Field	Update	Required Action
Subject	N	Create New Course
Catalog Number	N	Create New Course
Subject Group	Y	Make change in SCCM
Level	N	Create CRM case
Credits	N	Create CRM case
Course Title	Y	Make change in SCCM
Long Title	Y	Make change in SCCM
Course Materials	Y	Make change in SCCM
Description	Y	Make change in SCCM
Prerequisites	Y	Make change in SCCM

GO ARMY ED

Protecting Personally Identifiable Information is everyone's job!

What is PII?

Information about an individual's identity

➢ **Name**

➢ **Social security number (Full SSN/ last 4 SSN)**
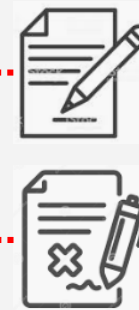
➢ **Date and place of birth**

➢ **Biometric records**

Data Transfers

❖ **E-file in GoArmyEd**

❖ **CRM case queue**

❖ **Email**

❖ **Messaging (text, Phone)**

Document handling

ENCRYPTION

Editable file: Remove all PII/FERPA data

Non-editable file: Screenshot Non-PII/FERPA data, type out Non-PII/FERPA data

VIOLATION

YOU WILL BE REPORTED TO THE ARMY

Questions and Answers

- Please use the chat function and reply to Everyone to submit a question.

Reminders:
Please remember to report Graduations in GoArmyEd at the end of each term.

Please remember to process Student Agreements. Soldiers will be placed on hold if the Student Agreement/Course Planner is not approved by the completion of six semester hours.

Submitted Questions and Answers

Question #1: I understand we still follow the DoD MOU regarding program plans etc.   I am unable to find a good URL I can go to regarding the new SOC organization?

Answer: SOC has officially sunset and there is not a new "SOC". The new URL for the GoArmyEd School Support team is www.goarmyedschoolsupport.org

LOI School Webinar Reminders

- The LOI School Newsletter will be sent to schools within the next two weeks.

- The webinar recording will be available in the GoArmyEd Message Center as well as the GoArmyEd School Support Knowledge Base.

- The next LOI School call will be in **September 2019**