GoArmyEd LOI School Webinar

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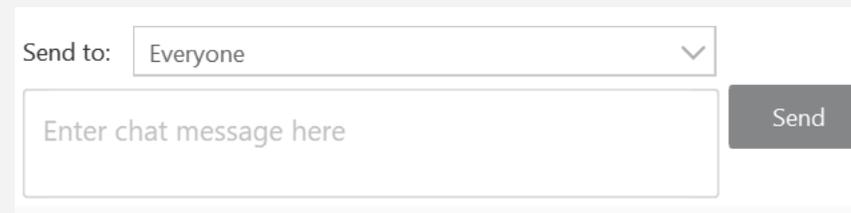
There will be time for questions after the presentations and previously submitted questions.

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.

Send to: Everyone

Enter chat message here

Send

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
- **Bree Charlot**, Tuition Assistance Policy Program Manager, HQ ACES
- **Gary Remington**, School Support/Postsecondary Program Manager, HQ ACES
- **Derek Jackson,** 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

- **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 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

Welcome – Dr. Pamela Raymer, Chief HRC ACES

ACES Team Information

- **GoArmyEd Modernization Update**

- **Tuition Rates**

- **Renew DoD MOU**

- **End of Fiscal Year 2019 cut off 13 September 2019**

- **Update all Point of Contacts (POCs) in GoArmyEd**

GoArmyEd Credentialing Assistance (CA) Program

IBM Information

Updates

- Student Agreement Hold Message

- Student Agreement Alert Message

- New Password Reset Video Link

Reminders

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

Student Agreement (SA) Hold Message

The Student Agreement (SA) Hold message now instructs Soldiers to complete and submit the Course Planner after uploading the SA to the Course Planner.

Alerts

🚫 You are on hold. To view more details select the hold information link below.
Hold Information

Tuition Assistance (TA) Status

On Hold?   Yes
Hold Reason(s) for TA:

Hold Type	Date	Description	Specifics
Student Agreement	5/20/2019	You have been placed on hold because you do not have a valid official degree plan posted to GoArmyEd. An official degree plan is required for your degree. What should you do? For more information regarding your Student Agreement hold, and how to resolve, go to the assistance center, which can be accessed by clicking the green question mark icon, and search for topic ID 63802. Need more help? Contact your Army Education Counselor for assistance using the Education Center link on your homepage or select the "Helpdesk" icon at the top of any page to view additional information about this topic in the GoArmyEd Assistance Center. Videos, Step-by-step Instructions, and additional topics may be available to answer your questions.	You have been placed on hold because you do not have an official degree plan posted to GoArmyEd. This is a condition for using Tuition Assistance benefits. What should you do? Obtain an official degree plan from your school. Select the "Course Planner" Smart Link on your homepage to upload your official degree plan on the Course Planner page. Use the information on your official degree plan to complete and submit your Course Planner. When your Course Planner has been approved, the hold will be removed and you will be allowed to request Tuition Assistance once more. Need more help? Contact your Army Education Counselor for assistance using the Education Center link on your homepage or select the "Helpdesk" icon at the top of any page to view additional information about this topic in the GoArmyEd Assistance Center. In addition, Step-by-step Instructions on how to use the Course Planner are available on the Course Planner page.|16

Student Agreement Alert Message

In addition, the Student Agreement (SA) Alert message for Non-Fully Developed Degree Plan (FDDP) users displays information on how to submit the SA for Soldiers.

Alerts

🚫 IMPORTANT: The Army requires that you have an official degree plan completed and posted to the portal BEFORE the completion of six semester hours at your home school.

For more information regarding your Student Agreement / Official degree plan and how to upload, please go to the assistance center, which can be accessed by clicking the green question mark icon at the top of your home screen, and search for topic ID 63719, or use the following link to view the reference document; https://www.goarmyed.com/docs/pdf/Uploading_a_Student_Agreement__Official_Degree_Plan.pdf
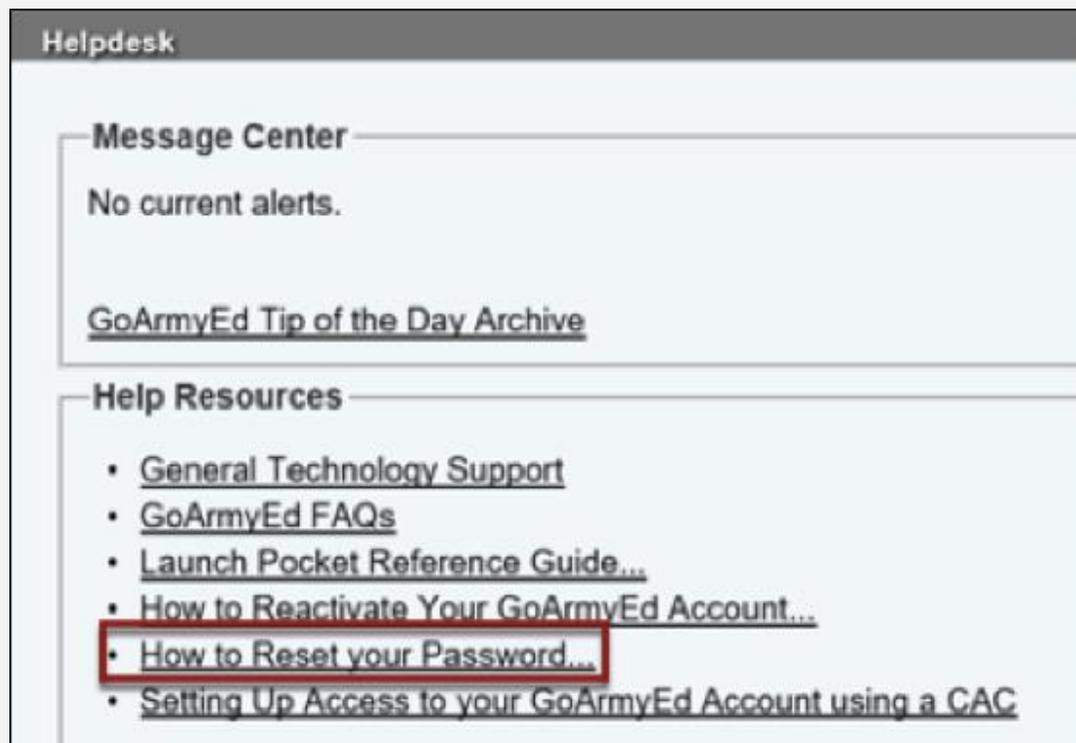
If this process is not completed by the end of six semester hours at your home school, you will be placed on administrative hold and be unable to register for additional courses.

If you need further assistance, contact the GoArmyEd Helpdesk

Password Reset Video Link

There is now a link for the Password Reset video labeled "**How to Reset Your Password**" on the Public Helpdesk page under the Public CRM Case type: Password/Username.
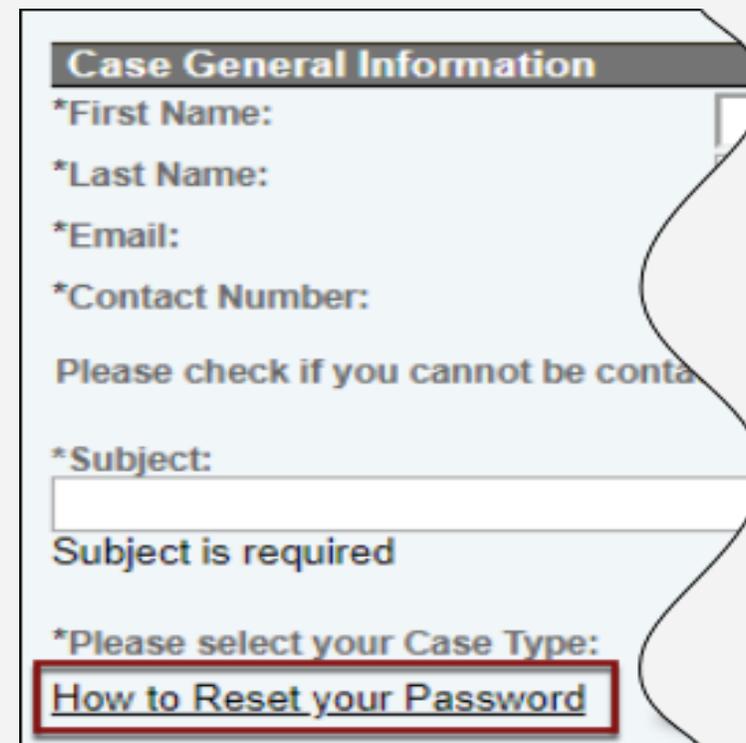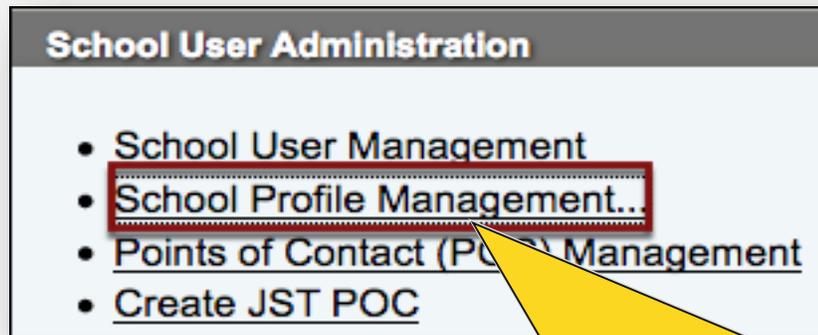
CAGE Codes

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: 34 /14689

*TA CAGE Code: 4B291   TA Cage Exp Date: 03/23/2018
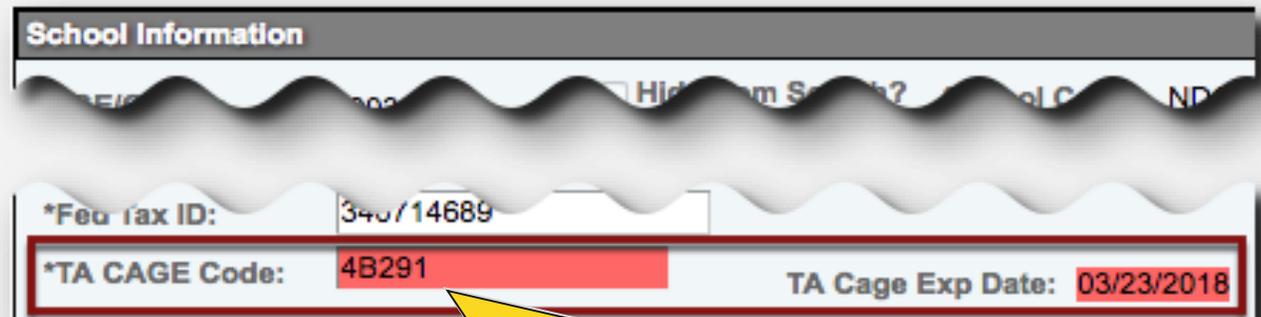
View your CAGE Code expiration date at the bottom of the **School Information** section.

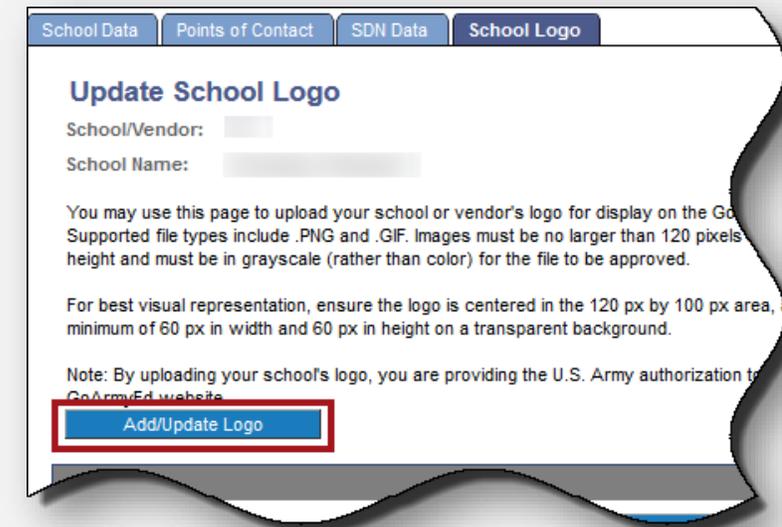**Note:** Please note there is **NO** cost to have a CAGE Code. It may take up to **48** hours for updates to appear in GoArmyEd.

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

- **GoArmyEd School Support Website Sunset**

- **Graduation Reporting**

- **Grade Reporting**

- **Generic Accounts**

GoArmyEd School Support Website Sunset

- The GoArmyEd School Support website and knowledge base will be sunset on Friday 27 September 2019

- Schools will still be able to contact the GoArmyEd School Support team by calling our current phone number **1-800-892-7205**

Graduation Reporting

GRADUATION REPORTING TOOL

Schools must submit graduation reports any time a Soldier meets the following graduation criteria:

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

Must have Course Admin access

**You can view the Current/Prospective Student Roster report to see existing students to identify who needs to be graduated in GoArmyEd.

GRADUATION REPORTING IS IMPORTANT!!!

- Soldiers only take classes that satisfy current degree requirements

- Soldiers are sent congratulatory letters upon graduation in GoArmyEd

- In the event the Civilian Education Level sourced from Army Personnel is delayed, graduation reporting will allow the Soldier to select a higher degree level in GoArmyEd

Graduation Reporting (continued)

GRADUATION REPORTING TOOL

1

Student Management

To search for a student, the following options are available. Enter 1) User ID/EmplID; 2) Last Name; 3) Social Security Number/Employee Identification Number (SSN/EIN); 4) Last Name and last 4 values of the SSN/EIN.

User ID/EmplID:
Last Name:
SSN/EIN:

Retrieve Student Record

2

Related Links

Educational
Army TA GPA Info...
TA Grade Administration...
Common Application
Graduation Reporting...
Program/Plan History...
Request JST Transcript
School/Degree Plan Change...

3

Student Information

| EmplID: | 0007362 | Online.Sergeant | Rank: | Private |
| SSN: | -7362 | | GeoEd Center: | Schofield Brks |

Current College/Degree/Subplan

Home College:	Thomas Edison State College	Effective Date:	12/20/2008
Academic Degree:	ASAST-Computer Sci(AST.CMPSCI)	Status:	Active
Sub-Plan:			
Program Action:	Program Change	Action Date:	12/20/2008
Action Reason:	Change of Home Institution		

Graduation Action

Graduation Action: _____ Submit Clear

4

Graduation Action

Graduation Action: Graduate the Student
Confer Date: _____
Degree GPA: _____
☐ Degree Honors

Submit   Clear

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

Graduation Reporting (continued)

If Home School/Degree Plan Do Not Match, Open a Helpdesk Case

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
- Honors (if applicable)

Please also note that you **CANNOT** report a graduation if the conferral date is before the 'Effective Date' listed in the Student Program/ Plan History page.

- **Ex:**

- Graduations **CANNOT** be reported for Cadet students.

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

Program / Plan History   Select this link for an explanation of this page

Name: ▮▮▮▮   ▮▮▮▮▮▮

Find   First ◀ 1-3 of 3 ▶ Last

Date: 04/02/2018   Status: Active in Program   Action: Plan Change   Reason: Major Change at Institution

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

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   Email Address: ▮▮▮▮

> 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.

Graduation Reporting (continued)
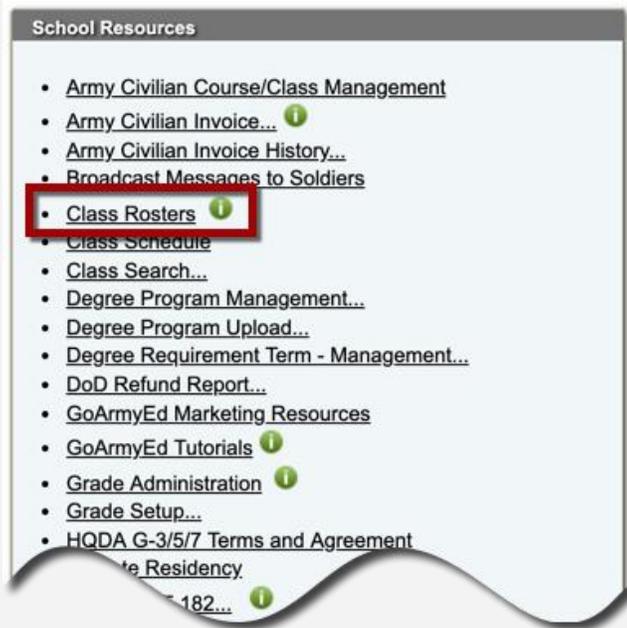
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GRADUATION SUBMISSION IN FTP

Graduation files must be submitted in the /incoming/graduatedstudents folder.

Error Reports can be found in the outgoing/graduation_error folder

Field Name	Description/Explanation	Type	Example
Degree Confer Date	Date degree awarded or degree requirements were met	Date	10-APR-2006
Last Name	Last Name	Char (30)	Smith
First Name	First Name	Char (30)	John
SSN	Social Security Number	Text (9)	999999999
Campus	Short description for your school	Char (5)	CTC
Academic Plan	Short Title of Degree – must match the description given to you by SOC during the degree map validation process	Alpha (10)	AAS-CS
GPA	Cumulative grade point average at point of graduation	Num (1.2)	3.5
Honors	Indicates that Soldier graduated with Honors	Char (1)	Y N

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

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
- GoArmyEd Tutorials ⓘ
- Grade Administration ⓘ
- Grade Setup...
- HQDA G-3/5/7 Terms and Agreement
- ...te Residency
- ...182... ⓘ

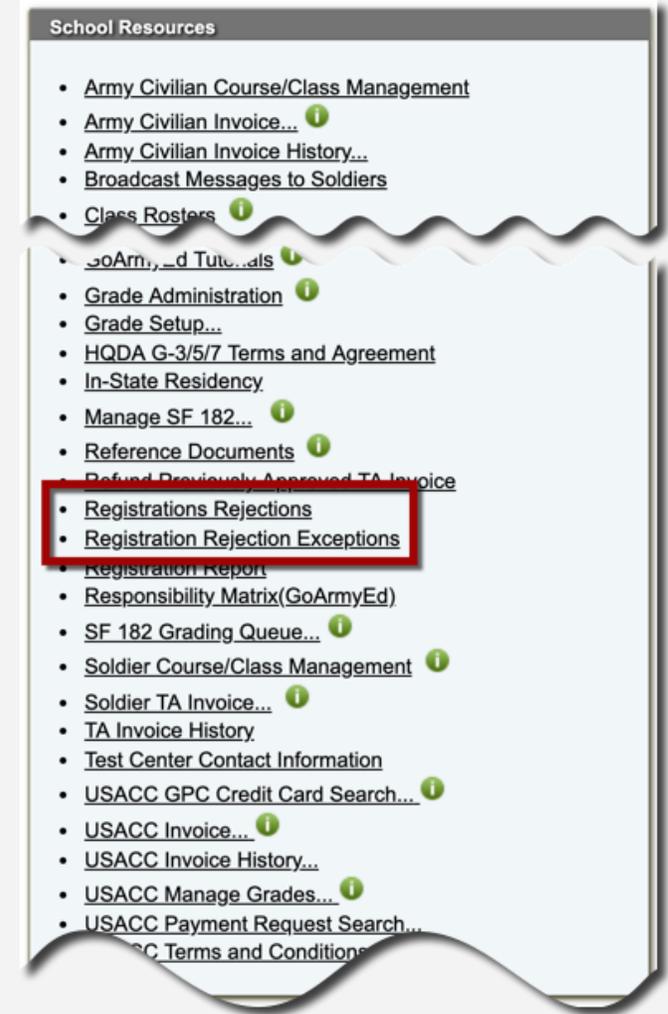**Course Administrator** role

- Confirm that the grades in your student information system are in sync with GoArmyEd grades

- **Class Rosters**: View students who are either enrolled or dropped from a class.
  - Enrollment and drop information received in the daily registration file

- Initial grades must be submitted within **14 days** after a class end date for each student listed on a class roster.
  - Incomplete and Withdrawals – student's record automatically placed on hold overnight
  - Final grades for incompletes must be posted within **120 days** of a class end date

- If no grade is posted **45 days** after the class end date, student's GoArmyEd record is automatically placed on hold; unable to enroll into additional classes until grade is posted or enrollment is rejected

- **LATE GRADES:** Use the late grades report located in the school's FTP outgoing/report folder to identify due and past due grades
  - File name: school_late_grades.text

- If sFTP grading is used, retrieve and resolve grade errors on a daily basis, and submit a new corrected file

- If student dropped/has not completed class or never enrolled, and costs are not due, class must be **rejected**

  - School refunds TA costs to the Army (if invoiced), or no payment for the class (if not invoiced).

  - 19% Completion point calculated based on start and end dates your school entered into GoArmyEd

  - **Registration Rejection** – active enrollments not yet 19% complete

  - **Registration Rejection Exception** – student dropped/withdrew from class, not yet 19% complete

  - **Invoice ("No Cost" Reduction Reasons)** – Class has reached 19% complete and Army costs exist

- **Grade changes:** Requested by student, Incomplete, Correction

School Resources
- Army Civilian Course/Class Management
- Army Civilian Invoice...
- Army Civilian Invoice History...
- Broadcast Messages to Soldiers
- Class Rosters
- GoArmyEd Tutorials
- 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
- USACC GPC Credit Card Search...
- USACC Invoice...
- USACC Invoice History...
- USACC Manage Grades...
- USACC Payment Request Search...
- USACC Terms and Conditions

Grade Reporting: Process

All participating GoArmyEd schools are responsible for submitting grades for all active enrollments in GoArmyEd

Methods for submitting grades:

1. Web-based grade roster using **"Grade Administration"** link under **School Resources > Record Grades > Grade Roster** page
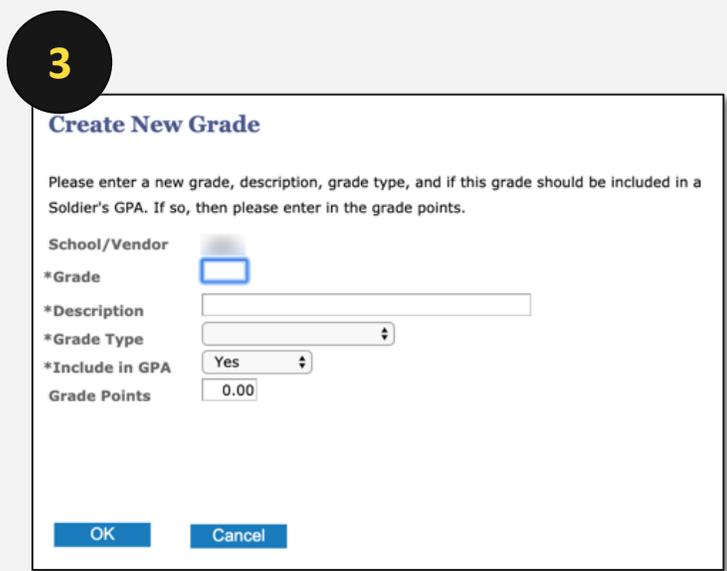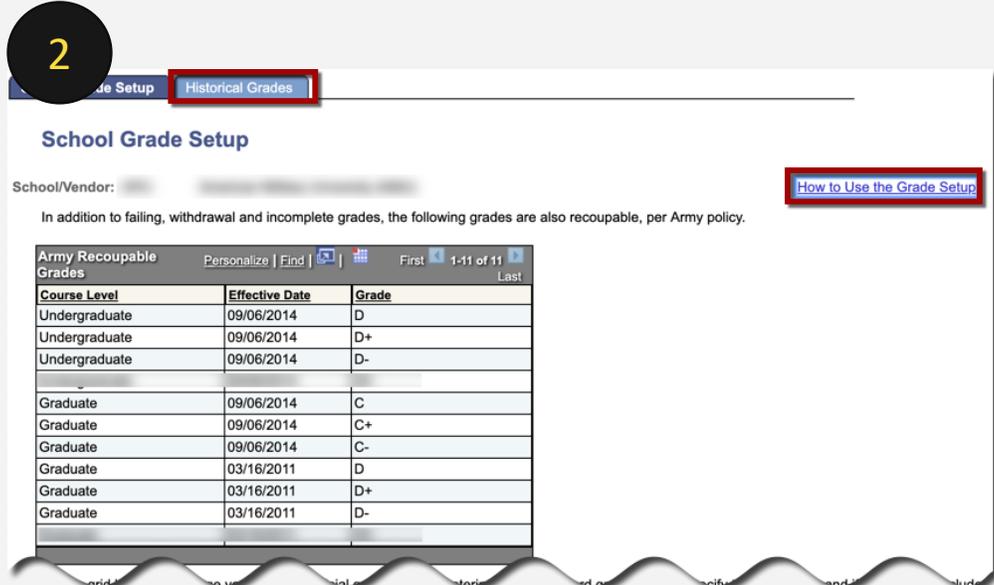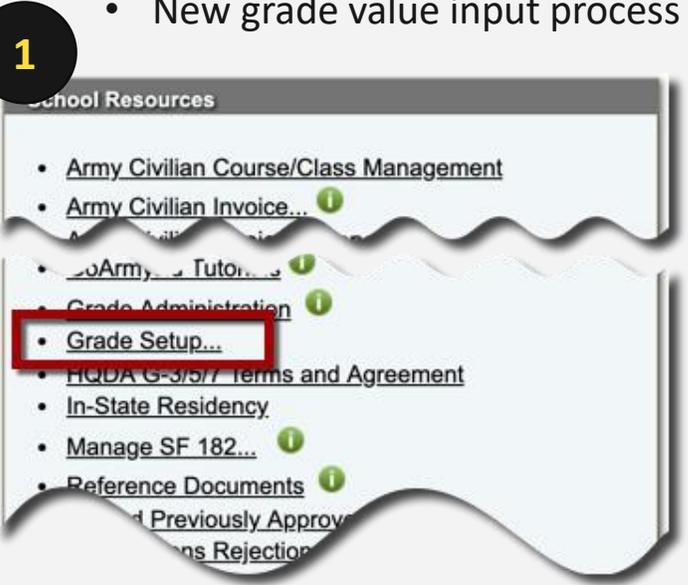

2. Secure sFTP grade import process (requires interface testing – open CRM case to inquire) – batch file for large number of grade submissions

Grade setup

- LOI schools have the ability to set up non-standard grades using the "**Grade Setup**" link under **School Resources**

- Quick Reference link for "How to use the Grade Setup"

- Historical grades tab

- Recoupable grades

- New grade value input process

Generic Accounts

- GoArmyEd has discovered schools with shared/generic accounts

- Do **NOT** create a generic account- no sharing of account access in GoArmyED

- Access to GoArmyEd is a privilege and allows access to PII/FERPA

- POC info is used for contact by HQ ACES

- Inactivate shared/generic accounts immediately

GoArmyEd
School
Support

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: We may have some confusion about Course Planners for Soldiers vs. Student Agreement uploads. My understanding is that Soldiers are responsible for creating Course Planners for themselves. We do understand that an official degree plan is required, but the Soldier should be able to upload that when they create the course planner. Some recent emails seem to indicate that schools <u>must</u> upload degree plans into eFile; however, Soldiers are able to do that when they create a Course Planner. Although we are able to upload degree plans or documents into eFile on behalf of a Soldier, I did not think it was mandatory because the Soldier will still be required to initiate the course planner anyway. Also, it has been misunderstood by Soldiers and Army Education Counselors that if/when the school uploads the degree plan in eFile that it counts for their course planner and/or student agreement, but that is not true.

We do upload Student Agreements for Soldiers for Fully Developed Degree Plans (FDDP) via the sFTP server. Other degrees/majors require Course Planners and cannot be done that way. Can these two different processes as well as the responsibility of the schools for each be clarified?

Answer: Schools are **<u>required</u>** to submit Student Agreements for FDDP through the sFTP server.

It is **<u>not mandatory</u>** for the school to upload the Official Degree Plan to eFile for Course Planner. The Course Planner is created by the Soldier using the Official Degree Plan submitted to eFile by either the Soldier or the school. The concern many schools have is if an Unofficial degree plan is used, the Course Planner will be inaccurate. The School or the Army Education Counselor can approve the Course Planner, and all approvals are based on what is uploaded in eFile.

LOI School Webinar Reminders

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

- The slides and webinar recording will be available to schools in the GoArmyEd Message Center; these will also be available in the GoArmyEd School Support Knowledge Base until 27 September 2019

- The next GoArmyEd LOI School Webinar will be in November 2019