May 2019

GoArmyEd Non-LOI School Newsletter

NON-LOI SCHOOL CALL RECORDING AND SLIDE INFORMATION

Dial in: 1-866-455-0586, Passcode: 90518
Playback available until 22 June 2019

The presentation slides are available HERE
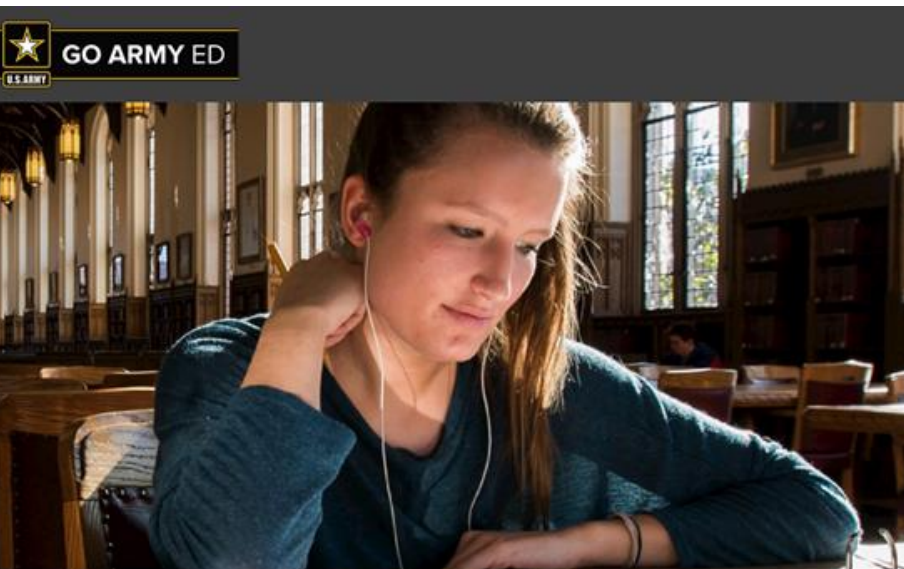
REMARKS FROM DR. RAYMER

Once more, thanks for all you do to support Soldiers. Getting a degree can be intimidating, lengthy and costly. What you do to support Soldiers is crucial to expedite this important process of higher education - whether it be working an invoice, facilitating enrollment, helping Soldiers select a degree or any of the other myriad of activities involved with completing an academic degree. We appreciate all your efforts and engagement with us in making this process result in more educated Soldiers.
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Topics of Discussion from HQ ACES
ACES Information

Update on Modernization of GoArmyEd

As a reminder, we are in the process of the modernization of GoArmyEd. This project is moving forward, and inputs are being accepted from HQ ACES and Education Center Staff, as well several schools.

School Advisory Board

Nineteen schools were invited to assist in providing inputs to HQ ACES regarding the modernization of GoArmyEd. These schools are working with the contractor to share ideas, lessons learned, and suggestions. Based on the expertise of HQ ACES, ACES, and school staff, the modernization is progressing. The intention is to have the modernization of GoArmyEd completed next year. The School Advisory Board will continue as a resource in assisting in the creation of the new modernized GoArmyEd. HQ ACES would like to acknowledge all 100+ members of the board and thank them for their time and suggestions.

> **Opening CRM Cases**
> Please open cases related to a specific student under their GoArmyEd Student Record instead of the school user account. By opening the case under the Soldier's Student Record, GoArmyEd users can research information easier, and the Soldier can view the information.

Credential Assistance (CA) Program
Credentialing Opportunities Expanding

The Limited User Test (LUT) is doing well in Ft. Hood and in Texas. In June 2019 the LUT will expand to Kentucky and will be open to Active Duty service members stationed at Ft. Campbell. National Guard and Reserve residing in Kentucky will be able to participate as well. All 1600+ credentials will be available to these Soldier to obtain. Schools should familiarize themselves

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
Richard Cadwell, GoArmyEd Branch
Sophia Sweeney, CP 31/ACES Credentialing Program Manager
Amy Moorash, Chief, HQ IMCOM ACES
Ken Hardy, Chief, Education Services Branch, National Guard

GoArmyEd School Support
Stephanie Kahne, GoArmyEd Lead, Anna Catelli, GoArmyEd School Support Project Manager
Patricia Taylor, Su-mei Hodges, Susan Wolozyn, Tania Betancourturquiaga, GoArmyEd School Support Liaisons

IBM
Nicole Puskar, Customer Relations Lead
Diana Duparl, Bethany Moore, Ruth Perez, Customer Relations Analysts

Topics of Discussion from IBM

Keep Your Cage Code up-to-date

Check your Commercial and Government Entity (CAGE) code in GoArmyEd to
CAGE code is near the expiration date, renew it BEFORE it expires at
updates may take up to 48 hours to appear in GoArmyEd. TA payment to your
CAGE code expires.

Primary and Secondary POCs (PPOCS and SPOCs) can view the CAGE code
Profile Management" page.
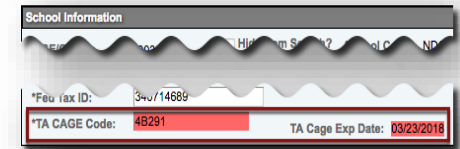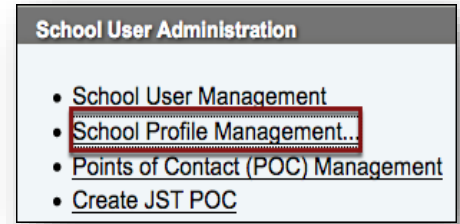
SOC/School Support Name Change & Case Queue Impacts

The SOC Degree Network System (DNS) and Career and Technical
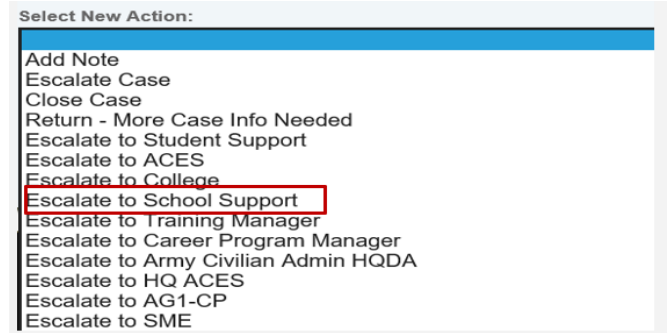Education (CTE) resource list was sunset on 29 March 2019.
 All GoArmyEd processes will remain the same. The name of
 the Servicemembers Opportunity Colleges Liaisons team
changed to GoArmyEd School Support. When escalating a
Helpdesk case, you will now select **"Escalate to School
Support"** from the drop-down as the primary category under
 Select New Action.

- ➢ School Support cases route to GoArmyEd School Support
- ➢ School Inquiry cases route to LOI schools
- ➢ Policy Questions route to HQ ACES

with Army COOL. The Army COOL program identifies credential programs and their alignment with Military Occupational
Specialty (MOS) codes and institutions offering these credentials.

GoArmyEd Tutorials

"GoArmyEd Tutorials" link, 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 the system.
https://www.goarmyed.com/student_support/student_support_training.aspx

Graduation Reporting

Reporting Graduations in GoArmyEd

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

Step-by-step Instructions on **Reference Documents** page: **Web 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 using the **"Technical Issue"** case type and include:

➢ Date of degree conferral
➢ GPA
➢ Degree Title - If the degree title displayed on the Soldier's record is different that 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

Conferral Before Degree Effective Date

A graduation CANNOT be reported if the conferral date is before the degree effective date shown on the **Student Program/Plan History** page.

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.

PII is a violation of GoArmyEd Policy and FERPA! Violations will be reported to the Army!

TOPICS OF DISCUSSION FROM GOARMYED SCHOOL SUPPORT

Late Grade Notices/Reference Documents

Grades are due in GoArmyEd 14 days after the class end date. If grades are not posted 45 days after the class end date, a No Grade Hold is placed on the Soldier's account. The Soldier will be unable to request Tuition Assistance until the hold is resolved. If the Soldier did not enroll in the class or dropped the class at 100 percent refund at the school, the school is required to reject the class in GoArmyEd.

Grades must be posted even if the Tuition Assistance Request is Student Funded.

Step-by-Step Instructions
Primary/Secondary POC role - UPDATING SCHOOL USER ACCESS
Course Administrator Role -   POSTING GRADES   REJECT A STUDENT FUNDED TA REQUEST FORM
Invoice Administrator -   REFUND A PREVIOUSLY APPROVED INVOICE   REJECT TA- FUNDED CLASSES NOT INVOICED YET

Account Management

KEEP YOUR ACCOUNT ACTIVE!

Every **60 days**, the GoArmyEd portal will prompt you to change your password. This is designed to maintain portal and account security, for your school, your students, and all GoArmyEd stakeholders

- If you forget your password, use the **"Forgot Password/Username"** link on the login screen:

- If you have been prompted with an email warning that your password will expire, use the **"Change Password"** link on the bottom left section of the footer menu:
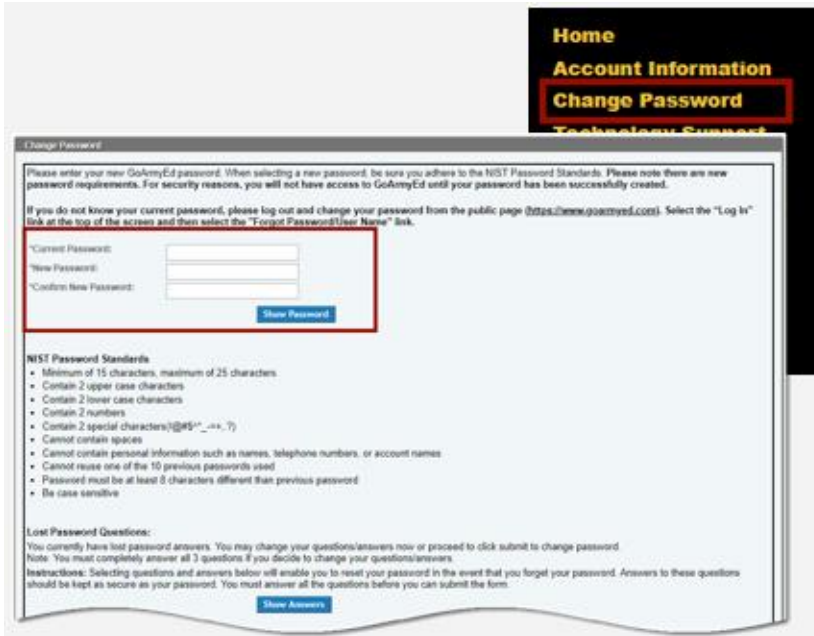
- If you do not keep your password up to date, or if you do not log into your account at least once a month, your account will be rendered inactive after **6 months**. Inactive accounts require intervention from either the Primary or Secondary POC or a Student Support Subject Matter Expert, which can take time away from your time-sensitive GoArmyEd business. Please make sure your password is up to date and again please log in at least once a month.

Correct Course/Class Information on TA Request

Please ensure course/class data is correct before you submit invoices and grades in GoArmyEd. If the class information is wrong, please open a Helpdesk case in GoArmyEd under the Student Record to request the correction.

Non-LOI User Roles

These are the various roles and attributes for Non-LOI School users. Primary and Secondary Points of Contacts (POC) can add these roles to different staff members.

As a reminder, if you have had changes at your institutions please ensure you are deactivating users who have left and reassigning those 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
- Report graduations
- If HQ ACES approved, upload course/class data, review and approve Course Planners
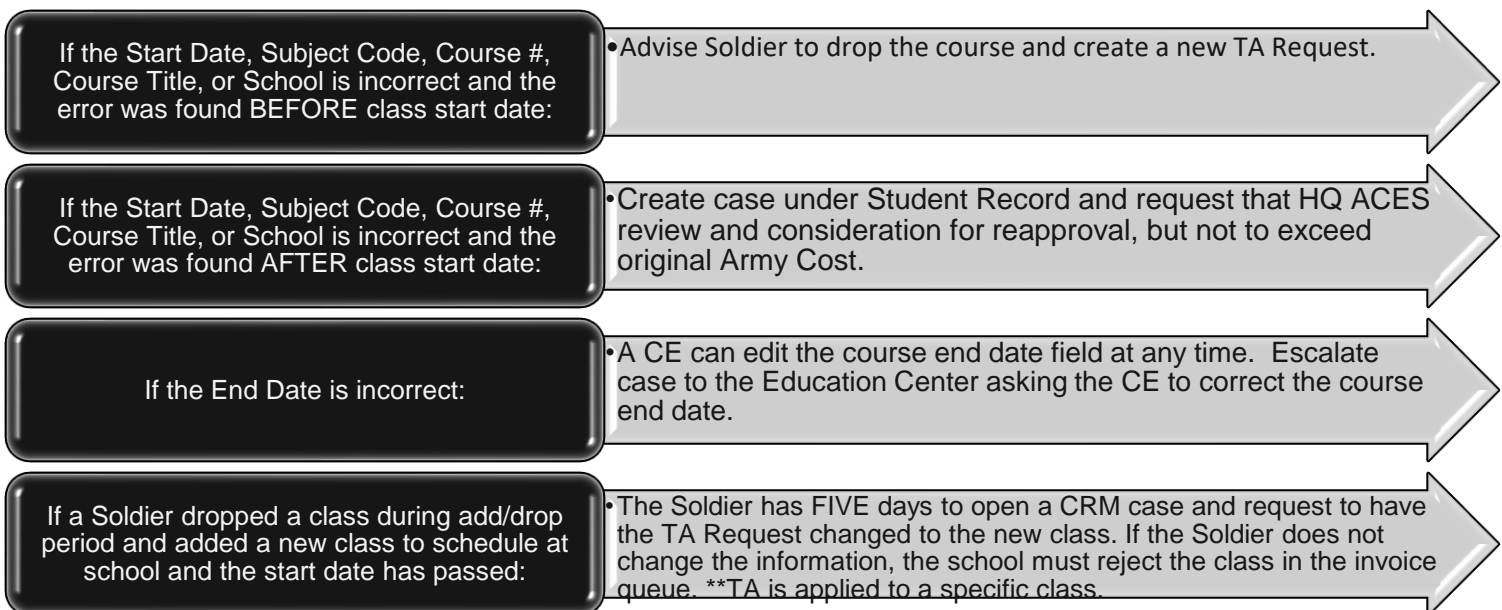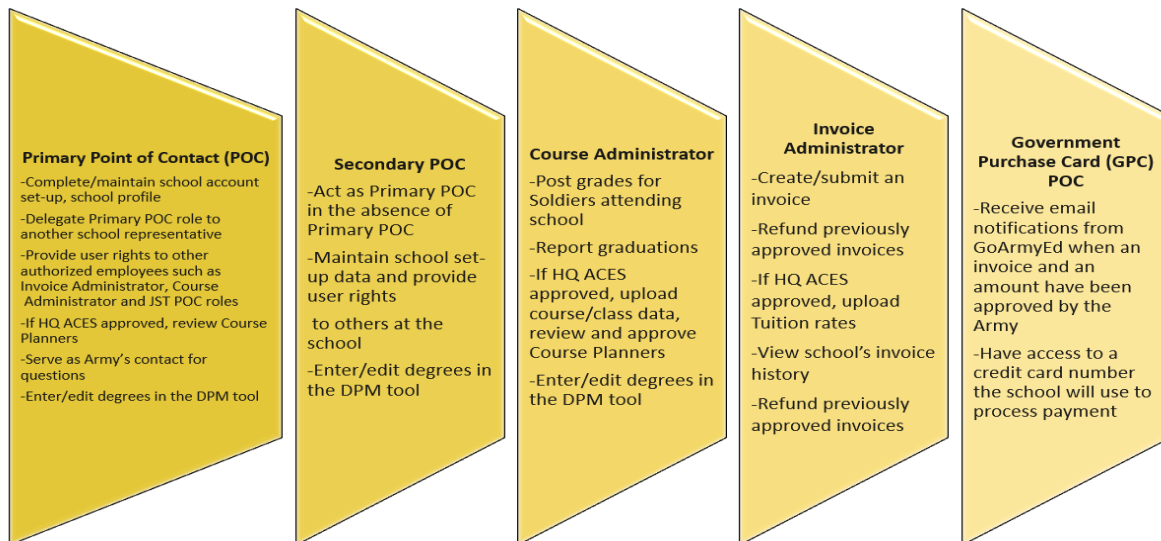- Enter/edit degrees in the DPM tool

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

Condition	Action
If the Start Date, Subject Code, Course #, Course Title, or School is incorrect and the error was found BEFORE class start date:	• Advise Soldier to drop the course and create a new TA Request.
If the Start Date, Subject Code, Course #, Course Title, or School is incorrect and the error was found AFTER class start date:	• Create case under Student Record and request that HQ ACES review and consideration for reapproval, but not to exceed original Army Cost.
If the End Date is incorrect:	• A CE can edit the course end date field at any time. Escalate case to the Education Center asking the CE to correct the course end date.
If a Soldier dropped a class during add/drop period and added a new class to schedule at school and the start date has passed:	• The Soldier has FIVE days to open a CRM case and request to have the TA Request changed to the new class. If the Soldier does not change the information, the school must reject the class in the invoice queue. **TA is applied to a specific class.

Reminders

Next LOI School Webinar:

The next GoArmyEd LOI School Webinar is scheduled for September 2019. Schools will be notified of the exact date in near future.

Getting Help:

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

For GoArmyEd School Support related inquiries, please open a ticket using the **"Get Help"** link at www.goarmyedschoolsupport.org

Call Q&A Session Summary

1. **Q:** Should I post grades even when the class is Student Funded?
   A: Yes, all grades must be posted for Soldiers regardless if the payment is TA or Student funded. If the Soldier did not take the class, the school need to reject the TA Request form. This help with GPA calculation for service members who are trying to raise their GPA in GoArmyEd.

2. **Q:** I understand we still follow the DoD MOU regarding program plans etc.   For the life of me, I can't seem to find a good URL I can go to regarding the new SOC organization?
   A: SOC was sunset 29 March 2019. The new URL for GoArmyEd School Support is www.GoArmyEdSchoolSupport.org, there you can find information about the SOC sunset and helpful links including this call information.

3. **Q:** If a student was approved for the National Guard Supplemental Grant and GoArmyEd this semester, which of the two should pay the student's tuition first? Also, does Go Army Ed pay for fees associated with approved courses (i.e. lab fees)?
   A: National Guard Supplement Grant should be applied based on the state's rules. The ESS from that state can advise what should be used first. In most cases, the Soldier knows what funding type is required. If schools are unaware which to apply first, please create a case to have the ESS at the Education Center provide that information to the school. Please note that TA does not cover fees. TA only covers the cost of the tuition of the class

4. **Q:** How do we input Soldier funded courses in GoArmyEd to post the grade?
    A: If the Soldier submitted a Student Funded TA Request form in GoArmyEd, that course will still require a grade. If the Soldier did not enroll in the class through GoArmyEd, you will not be required to report a grade.

5. **Q:** A Soldier turned in two TA Request forms. One form was for Summer 1 and the other was for Summer 2. All the other soldiers submitted for one semester instead of two. Should we direct the Soldier to make any changes?
   A: Soldiers can request Tuition Assistance in GoArmyEd up to 2 months prior to the class start date. If those classes are within 60 days and the dates are correct, it complies with GoArmyEd policy.

6. **Q:** We had a change in personnel. I need to submit invoices, but I do not have an account set up in GoArmyEd?
   A: The new school user will need to submit a public CRM case at www.goarmyed.com with name, email, and telephone number. The case will also need to include the name of the school user that needs to be removed.

7. **Q:** Regarding PII, is the Soldier's full name acceptable on the Official Degree Plan?
   A: The name can be used; however, it cannot be used in combination with other PII such as Date of Birth and last four of SSN.

8. **Q:** A Soldier input the incorrect end date on the TA Request form, how do we proceed?
   A: If only one Soldier is impacted, submit a CRM case and the CE at the Education Center can change the end date. If you have multiple Soldiers, contact GoArmyEd School Support and provide a list with the Soldiers names and the correct class information to provide to HQ ACES. Soldiers have 45 days to have their grade entered after the class end date before a hold is placed on their account.

9. **Q:** Will the updated portal allow us to stay logged in longer? I am repeatedly kicked out during the invoicing process.
   A: The time-out issues is something HQ ACES is researching to fix with the modern version of GoArmyEd. The window must be 15 minutes to maintain the Authority to Operate per Army Command. When you are idle in the GoArmyEd system, a pop up will appear to keep you in the system. If you are not getting the browser pop up, check the browser settings to ensure your browser allows pop-ups. If your browser is set to allow pop-up messages and you still don't get the pop-up, open a CRM case to have Technical team research the issue.

10. **Q:** Is there a way to view all cases that I opened under Student Records?
    A: Not at this time. You will need to open a CRM case under the Soldier record for tracking cases involving the Soldier. CRM case numbers need to be recorded by the school allowing users to follow-up since the case is opened on the Soldier's behalf.
    Note: HQ ACES will take this back as a research item for potential new functionality in the modern GoArmyEd system.