

GoArmyEd Non-LOI School Call

Welcome



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

GoArmyEd Non-LOI School Call

22 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

Call Access Information



Welcome to the May 2019 GoArmyEd Non-LOI School Call

Wednesday, 22 May 2019
1:00 PM to 2:30 PM Eastern Time
Dial-In: 1-888-989-4345
Participant passcode: 3480289

Please Note: There are 250 phone lines available (first come – first serve). If you are unable to dial in, a replay of the call will be available approximately 1 hour after the call ends.

Replay: 1-866-455-0586
Passcode: 90518
(Playback available until 22 June 2019)

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 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 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

Welcome – Dr. Pamela Raymer, Chief HRC ACES

ACES Information

- Update to Modernization of GoArmyEd
- School Advisory Board
- Update on changes in GoArmyEd
- Submitting CRM cases for Soldiers

GoArmyEd Credentialing Program

- Credentialing opportunities expanding

Updates

- SOC/School Support Name Change & Case Queue Impacts (routing, category/subcategory)
- **“GoArmyEd Tutorials”** Link (Previously “Training” Link)
- Newly Redesigned Hip Pocket Guide Brochures Available

Reminders

- Graduation Reporting
- CAGE Codes
- School Logos
- 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.

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

GoArmyEd Tutorials Link



“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 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:

Document Type	Name	Description	Graphics & Text	Video	Text Only	Date Created	Date Updated	Post Document	
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



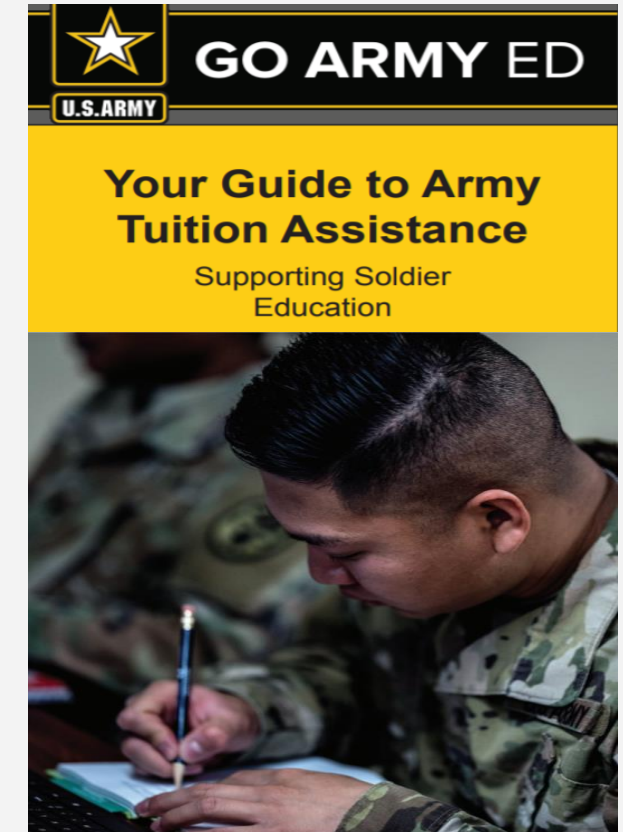
This Hip-Pocket Guide Brochure replaces the wallet card. It provides detailed information on the common processes that Soldiers will perform as they register for and take courses. This document acts as a self-help tool for Soldiers.

1

Support Resources

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

2



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 in the Student Program/Plan History page.

Ex:

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 Prof Counseling (MS-PC)

Admit Term: Trm 2 2018 Requirement Term: Trm 2 20

Degree Confer Date:

Last Updated By: Plummer, Richard Whittingham Installation/Institution: NG-Montana Education Services Office Email Address: [REDACTED]

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.

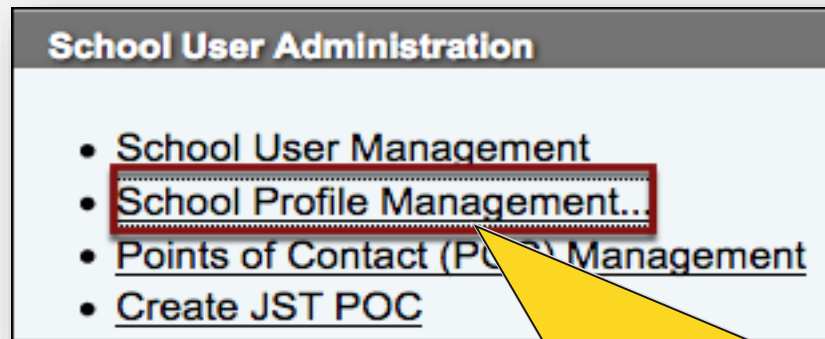
- Graduations **CANNOT** be reported for Cadet students.
- If the degree plan displayed on a Service Member's Student Record is different than the degree plan that is attempted to be reported, please open a Helpdesk case for further assistance.
- Please attach a screenshot of the error message received when attempting to report graduations in the Helpdesk case.

CAGE Code

All Primary and Secondary School POCs: CAGE Code Expirations - **renew before they expire!**

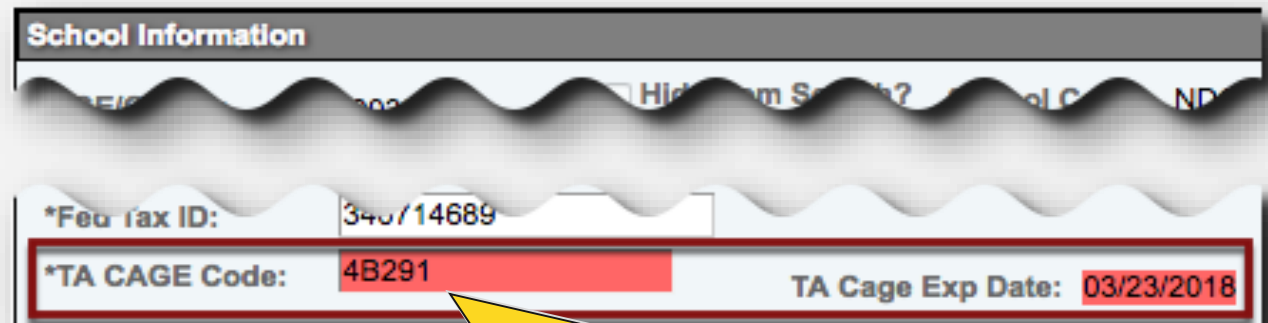
Be sure to check your Commercial and Government Entity (CAGE) code activation status in GoArmyEd, and renew it before the date it expires by visiting the System for Award Management (SAM) website at www.SAM.gov (Schools must have an active CAGE code in order to submit an invoice and receive payment from DFAS)

1



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

2



View your CAGE Code expiration date at the bottom of the **School Information** section.

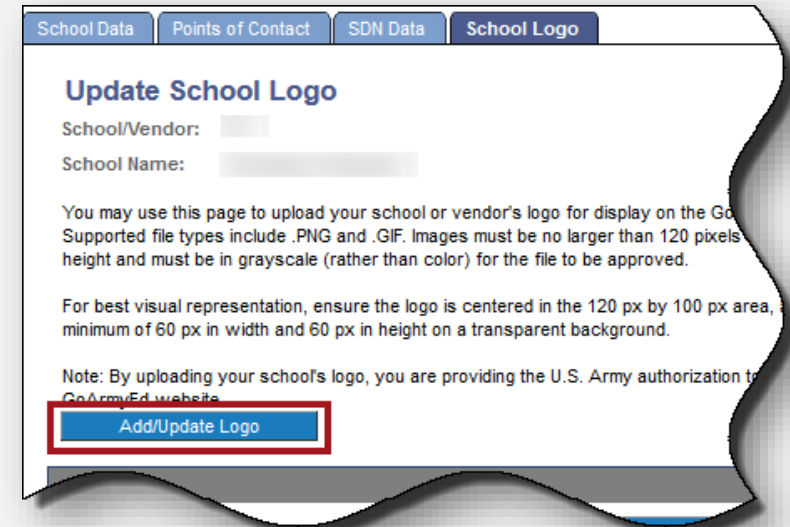
Note: Please note there is **NO** cost to have a CAGE Code. It may take up to **48** hours for updates to appear in GoArmyEd.

School 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 length

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 use GoArmyEd 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.)

Late Grade Notices

- Grades due 14 days after class end date
- Reference Documents
- Post grades even when Student Funded

PII/FERPA

Account Management

- Passwords
- Deactivations/Reactivations

Correct Course/Class Information on TA Request

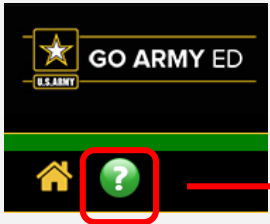
- How to open a CRM case on Student Record
- How to request changes to TA Requests
- When a Soldier should drop and re-submit

Graduation Reporting

Non-LOI User Roles

CRM Case Routing Updates

Late Grade Notices/Reference Documents



- Other Training and Reference Guides
- [Reference Documents \(Training Materials\)](#)
 - [GoArmyEd Assistance Center](#)
 - [Launch Pocket Reference Guide...](#)
 - [GoArmyEd FAQs](#)
 - [General Technology Support](#)

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:

Document Type	Name	Description	Graphics & Text	Video	Text Only	Date Created	Date Updated
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Step by-Step Instructions

- College User Administration – <https://www.goarmyed.com/docs/pdf/34 LOI User Access Sep 09 V5 Final.pdf>
- Post Grade - Course Administrator <https://www.goarmyed.com/docs/pdf/159 Non-LOI Grade Entry Process.pdf>
- **Reject a class Approved on a Previous Invoice** - Invoice Administrator <https://www.goarmyed.com/docs/pdf/Refund a Class on Previously Approved Invoice Script March 2014 V1.pdf>
- **Reject TA-Funded Classes Not Yet Invoiced (pg. 13)** – Invoice Administrator <https://www.goarmyed.com/docs/pdf/155 Non LOI Invoice for TA Class.pdf>
- **Reject a Student-Funded Class**– Course Administrator <https://www.goarmyed.com/docs/pdf/172 NonLOI Reject a TAR March 2014 V5 FINAL.pdf>

Document Type▼	Counts
Flowchart	1
Other Materials	10
Quick Reference Guide	5
Simulation	1
Step-by-Step Instructions	24
Technical Specification	2
Grand Total	43

Post grades even when Student Funded

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

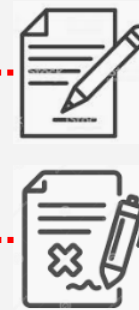
Data Transfers

- ❖ E-file in GoArmyEd
- ❖ CRM case queue
- ❖ Email
- ❖ Messaging (Text, Phone)

Document Handling

VIOLATION

YOU WILL BE REPORTED TO THE ARMY



Editable file: Remove all PII/FERPA data

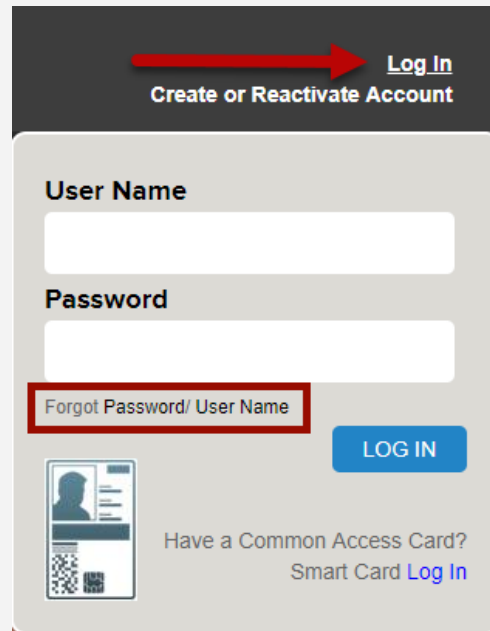
Non-editable file: Screenshot Non-PII/FERPA data, type out Non-PII/FERPA data

Account Management

Every 60 days, you are prompted to change your password

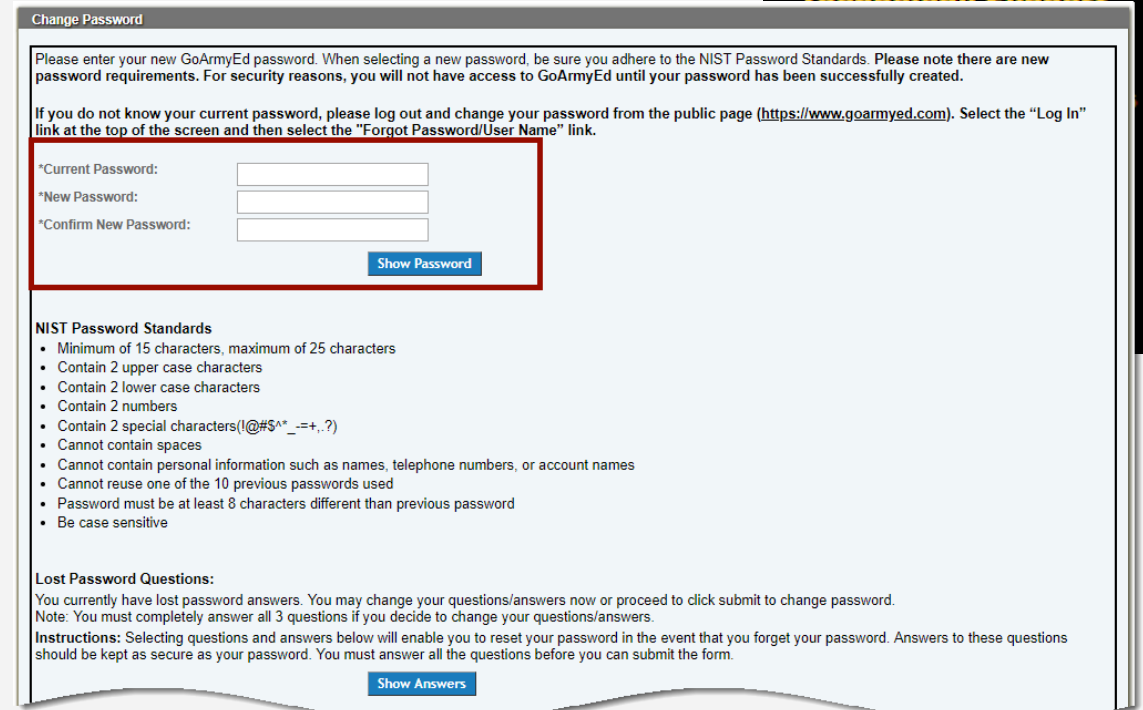
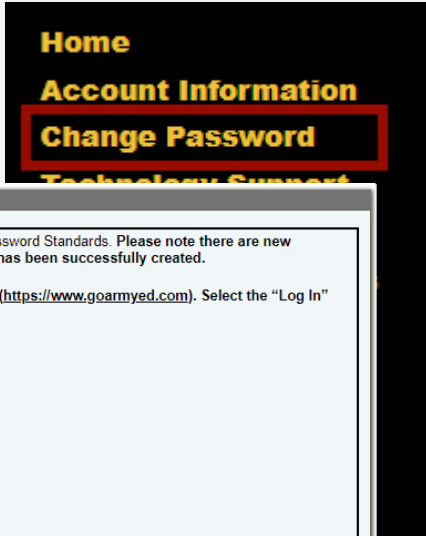
Password reset
(if you forgot your username or password)

60 days



Keep your account active!!

Change Password



Account Management (continued)



After 6 months inactivity, accounts are automatically deactivated

Keep your account active!!

- Requires Primary POC to reactivate
- Primary POC account reactivation requires a CRM case

6 months

School User Administration

- [School User Management](#)
- [School Profile Management...](#)

School Users for

Last Name	First Name	Login Name	Email	Additional Responsibility	Activate/Deactivate	Update Account	Account Status
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier, Secondary POC	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin, School Pre-certifier	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
				School Course Admin	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier, Primary POC	Deactivate?	Update User?	Active
				School Course Admin, School Invoice Admin	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive
				School Course Admin, School Invoice Admin, School Pre-certifier	Activate?	Update User?	Inactive

[Add New User](#)
[Edit Users in POC Management](#)
[Back](#)

Correct Course/Class Information on TA Request



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

Step-by-step Instructions on Reference Documents page: [Creating Cases under Student Record](#)

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.

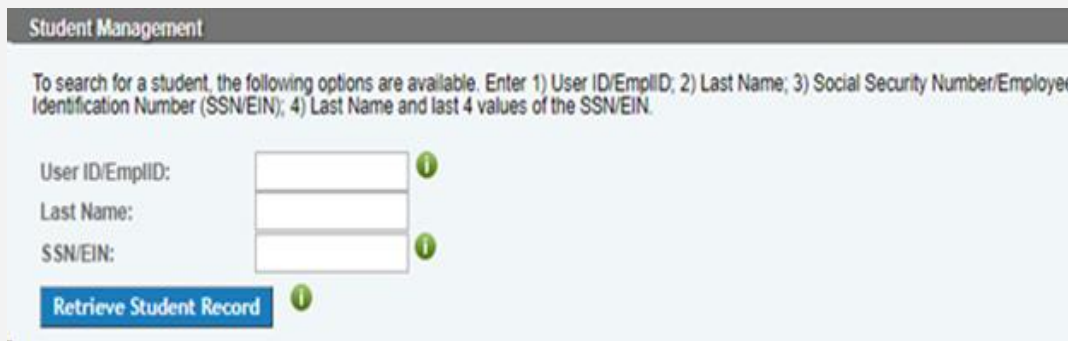
Graduation Reporting

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 using **Student Management**. Then select the "**Graduation Reporting**" link.



Student Management

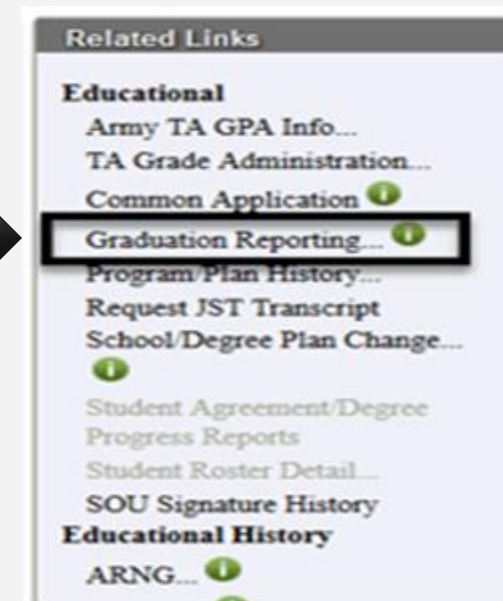
To search for a student, the following options are available. Enter 1) User ID/EmpID; 2) Last Name; 3) Social Security Number/Employee Identification Number (SSN/EIN); 4) Last Name and last 4 values of the SSN/EIN.

User ID/EmpID:

Last Name:

SSN/EIN:

[Retrieve Student Record](#)



Related Links

Educational

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

Educational History

- ARNG...

Step-by-step Instructions on Reference Documents page: [Web Graduation Reporting](#)

Non-LOI User Roles



GO ARMY ED

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



Basic Non-LOI School Role:

- Create case for self in GoArmyEd
- View training and records of Soldiers who attend that school
- View Request TA Forms
- Create helpdesk case and CTS on behalf of Soldier

Note: Non-LOI schools do not have a CRM queue. An email via CTS can be sent to Soldiers or Soldiers can contact their schools directly for further assistance with questions or issues.

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

Questions Submitted Prior to the Call



GO ARMY ED

Question #1: Should I post grades even when the class is Student Funded?

Answer: Yes all grades must be posted for Soldiers regardless if the payment is TA or Student funded. The most important reason for posting grades is to allow for GPA calculation to provide soldiers with the correct GPA.

Question #2: 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

Question #3: If a student who 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 GoArmyEd pay for fees associated with approved courses (i.e. lab fees)?

Answer: If the State Grant covers Tuition only, then the school should invoice National Guard Supplemental Grant first and the GoArmyEd Federal Tuition Assistance (FTA) second. If the State Grant is not TA specific and pays fees, books, etc. then FTA should be invoiced first. FTA only pays tuition and does not cover fees.

At this time, we will open the line for questions

Reminders:

- Please remember to report Graduations in GoArmyEd at the end of each term.
- Please remember that school users have the ability to upload Student Agreements in eFile on behalf of the Soldier. Soldiers are required to have the Course Planner approved with an official Student Agreement/Official Degree Plan by the time they complete six semester hours at their home school.

Non-LOI School Call Reminders



- Slides and the recording of this call will be available to schools in the GoArmyEd Message Center as well as the GoArmyEd School Support Knowledge Base.

<https://www.goarmyedschoolsupport.org/>

- Replay Information for this call
 - Dial in: 1-866-455-0586
 - Passcode: 90518
 - (Playback available until 22 June 2019)
- Next Non-LOI School call will be in **September 2019**
- **Non-LOI Newsletter will be sent in the next two weeks**