

GoArmyEd Non-LOI School Call



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

GoArmyEd Non-LOI School Call

11 September 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

Welcome to the September 2019 GoArmyEd Non-LOI School Call

Wednesday, 11 September 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: 1-888-568-0365
Passcode: 90518
(Playback available until 9 October 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
- **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 IBM Team

- **Nicole Puskar**- Customer Relations Lead, IBM
- **Ruth Perez**- Customer Relations Analyst-SME, 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 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 POC contacts in GoArmyEd

GoArmyEd Credentialing Assistance (CA) Program

New Release Items

- Update: New Password Reset Video Link

Reminders

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

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.

A screenshot of the Helpdesk interface. The top section is titled "Helpdesk". Below it is a "Message Center" section with the text "No current alerts." and a link to "GoArmyEd Tip of the Day Archive". The "Help Resources" section contains a list of links: "General Technology Support", "GoArmyEd FAQs", "Launch Pocket Reference Guide...", "How to Reactivate Your GoArmyEd Account...", "How to Reset your Password..." (highlighted with a red box), and "Setting Up Access to your GoArmyEd Account using a CAC".A screenshot of the "Case General Information" form. It includes fields for "First Name", "Last Name", "Email", and "Contact Number". Below these is a checkbox labeled "Please check if you cannot be contacted". The "Subject" field is required, with a message "Subject is required" below it. The "Please select your Case Type:" dropdown menu is highlighted with a red box, showing the selected option "How to Reset your Password".

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

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: 340/14689

*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 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.

A screenshot of the 'Update School Logo' form in the GoArmyEd system. The form has tabs for 'School Data', 'Points of Contact', 'SDN Data', and 'School Logo'. The 'School Logo' tab is active. The form contains fields for 'School/Vendor' and 'School Name'. Below these fields, there is a paragraph of instructions: 'You may use this page to upload your school or vendor's logo for display on the GoArmyEd website. Supported file types include .PNG and .GIF. Images must be no larger than 120 pixels in width and 100 pixels in height and must be in grayscale (rather than color) for the file to be approved. For best visual representation, ensure the logo is centered in the 120 px by 100 px area, with a minimum of 60 px in width and 60 px in height on a transparent background.' Below this, there is a note: 'Note: By uploading your school's logo, you are providing the U.S. Army authorization to display this logo on the GoArmyEd website.' At the bottom of the form, there is a blue button labeled 'Add/Update Logo' which is highlighted with a red rectangle.

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.)



- GoArmyEd School Support Website Sunset
- Graduation Reporting
- Grade Reporting
- Generic Accounts for Schools

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

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 Bks

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:		Action Date:	12/20/2008
Program Action:	Program Change		
Action Reason:	Change of Home Institution		

Graduation Action

Graduation Action:

Submit

Clear

4 Graduation Action

Graduation Action:

Graduate the Student

Submit

Confer Date:

Clear

Degree GPA:

☐ Degree Honors

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)

- 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.

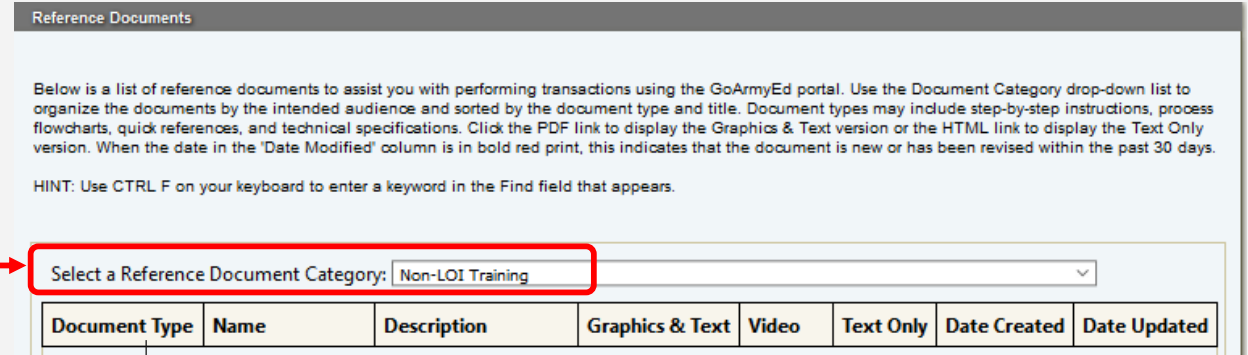
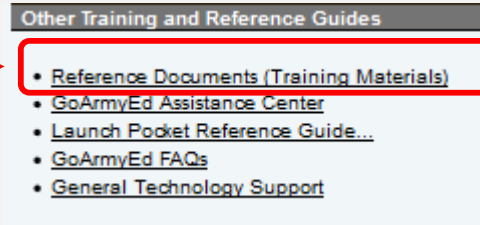
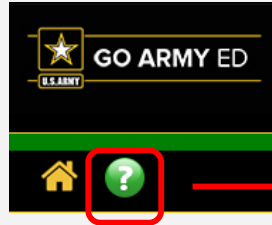
Please also note that you **CANNOT** report a graduation if the conferral date is before the 'Effective Date' listed in the Student Program/ Plan History page.

• Ex:

The screenshot shows the "Program / Plan History" page for a student. The "Date" field is highlighted with a red box, showing "04/02/2018" and "Status: Active in Program". Other fields include "Home College: Grand Canyon Univ", "Admit Term: Trm 2 2018", "Degree Confer Date:", "Action: Plan Change", "Reason: Major Change at Institution", "Plan: Master of Science in Professional Counseling (MS-PC)", "Subplan:", "Requirement Term: Trm 2 2018", "Updated By: Plummer, Richard Whittingham", "Installation/ Institution: NG-Montana Education Services Office", and "Email Address:". The page also has a "Find" button and a "First 1-3 of 3 Last" indicator.

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.

Late Grade Notices/Reference Documents



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>)

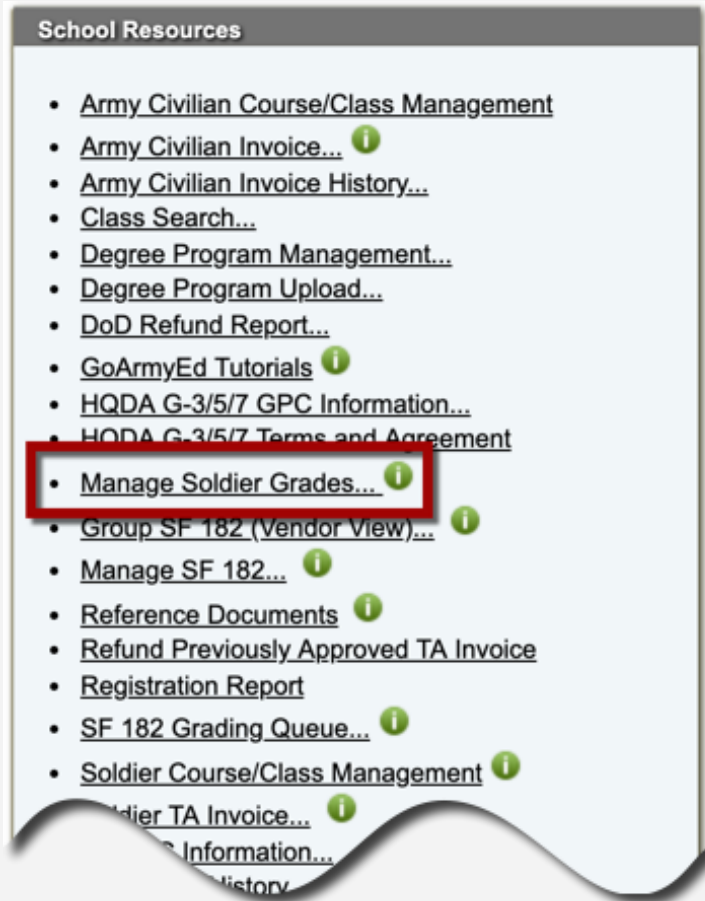
Document Type▼	Counts
Flowchart	1
Other Materials	10
Quick Reference Guide	5
Simulation	1
Step-by-Step Instructions	24
Technical Specification	2
Grand Total	43

Post grades even when Student Funded

Grade Reporting: Policy & Responsibilities



GO ARMY ED



Course Administrator role

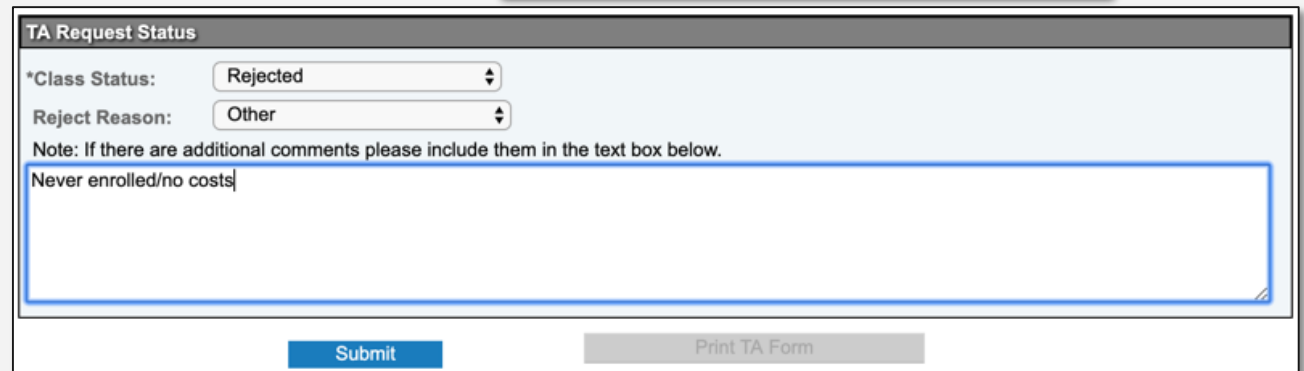
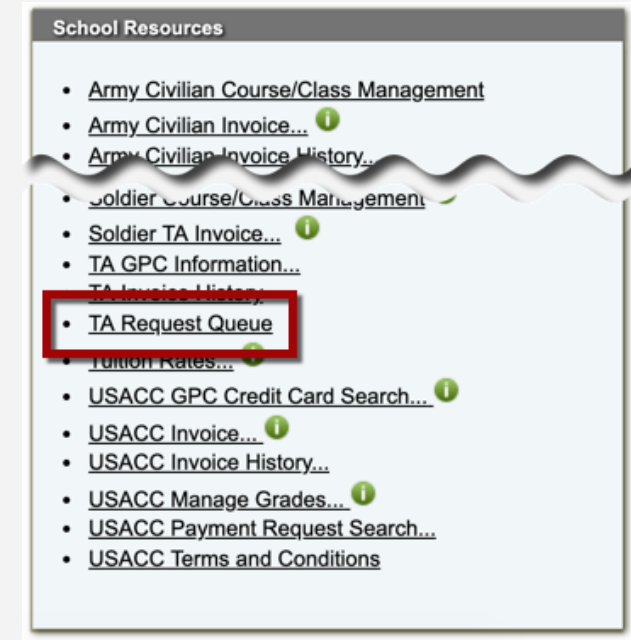
- Confirm that the grades in your student information system are in sync with GoArmyEd grades
- Initial grades must be submitted within **14 days** after a class end date for each student listed on a class roster
 - Incomplete and Withdrawals – student's GoArmyEd account is automatically placed on hold overnight
 - Final grades for incompletes must be posted within **120 days** of a class end date
- **TA-funded classes:** If no grade is posted **45 days** after class end date, student's GoArmyEd account is automatically placed on hold; unable to request TA for additional classes until either grade is posted or TA Request is rejected.
- **Soldier-funded classes:** If no grade is posted, grade remains outstanding on GoArmyEd Late Grade Report
- **LATE GRADES:** "Manage Soldier Grades" link identifies due and past due grades

Grade Reporting: Policy & Responsibilities (continued)

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

If Soldier dropped/has not completed class or never enrolled, and costs are not due, TA Request must be **rejected**

- 19% Completion point calculated based on start and end dates Soldier entered into TA Request form
- If the class has not reached 19% complete, or for a Student-funded class, the school must reject a class on the TA Request form
 - **TA Request Queue > TA Request Status**
- If the class has reached 19% complete, the school must reject using the invoice tool
 - **“No Cost” Reduction Reasons**
- **Grade changes:** Requested by student, Incomplete, Correction

A screenshot of the 'TA Request Status' form. The form has two dropdown menus: '*Class Status:' set to 'Rejected' and 'Reject Reason:' set to 'Other'. Below these is a text box with the note: 'Note: If there are additional comments please include them in the text box below.' The text box contains the text 'Never enrolled/no costs'. At the bottom of the form are two buttons: 'Submit' (blue) and 'Print TA Form' (grey).

Grade Reporting: Process

Select one of these links to submit grades:

- **“View Ungraded Classes”** on Pending Actions dashboard
- **“View Soldier Grades”** on Pending Actions dashboard – for **Incomplete** grades requiring final grades
- **“Manage Soldier Grades”** in **School Resources** section
- **TA Request form > Grade Information** section
- Submitted grades will auto-populate and are reflected on Student Record under the **Education** or **All** tabs.



The screenshot displays the GoArmyEd dashboard with several key sections:

- Pending Actions:** A box indicating "There are currently 9 ungraded classes" with a red-bordered link to [View Ungraded Classes...](#)
- Message Center:** A box stating "No current alerts" and a link to [GoArmyEd Tip of the Day Archive](#).
- Student Management:** A section with a search bar and a list of options including [Create/Track Helpdesk Cases](#).
- Helpdesk Cases:** A section with instructions to "Select the image to view the case details" and a display filter set to "Open + Pending Surveys". It shows "No Open Case found".
- School Resources:** A list of links including [Army Civilian Course/Class Management](#), [Army Civilian Invoice](#), [Army Civilian Invoice History](#), [Class Search](#), [Degree Program Management](#), [Degree Program Upload](#), [DoD Refund Report](#), [HQDA G-3/5/7 GPC Information](#), [HQDA G-3/5/7 Terms and Agreement](#), [Manage Soldier Grades...](#) (highlighted with a red border), [Group SF 182 \(Vendor View\)](#), and [Manage SF 182](#).
- Pending Actions (Bottom):** A box indicating "There is 1 class with incomplete for a grade" and a red-bordered link to [View Soldier Grades...](#)
- Grade Information:** A form with instructions to "Enter an official grade" and a search icon.

Grade Reporting: Process (continued)



GO ARMY ED

Manage Soldier Grades

- Missing grades
- Overdue Days
- Grade input

Manage Grades

Use the search criteria below to search for Tuition Assistance Requests. This page will allow you to add or change grades. If entering a non-standard grade, please specify the grade type.

Search Criteria

Last Name:

First Name:

Last 4 SSN:

Subject:

Catalog Number:

Start Date Between: and

Grade Status:

Empl ID	Last 4 SSN	Last Name	First Name	Class Title	Subject	Catalog Number	Start Date	End Date	Grade	Grade Type	Include in GPA	Grade Points	Overdue Days
				Contemporary Health Issues	BSCI	410	06/24/2019	07/25/2019				0.0	16
				Clinical Nurse Leader Capstone	NURSING	958	05/20/2019	07/26/2019				0.0	15
				Intro To Media Studies	CMN	455	06/24/2019	07/26/2019				0.0	15
				Health Care Systems And Leader	NURS	925	05/20/2019	07/26/2019				0.0	15
				Families In Health And Illness	NURS	810	05/20/2019	07/26/2019				0.0	15
				Internship	COMP	890	05/21/2019	07/30/2019				0.0	11
				Health Policy	NURS	901	06/10/2019	08/02/2019				0.0	8
				Nutrition Health And Well Bein	NUTR	400	08/27/2019	12/10/2019				0.0	
				Practical Politics	PS	402	08/27/2019	12/10/2019				0.0	
				Environmental Security	HLS	580	08/26/2019	12/04/2019				0.0	
				Managment Accounting	ADMN	919	08/15/2019	10/03/2019				0.0	
				Fundamentals Of Emergency Mana	HLS	510	08/27/2019	12/03/2019				0.0	
				Introduction To Cybersecurity	HLS	455	08/26/2019	12/02/2019				0.0	
				Homeland Security Law & Policy	HLS	520	08/26/2019	12/09/2019				0.0	
				Critical Infrastructure Securi	HLS	515	08/28/2019	12/04/2019				0.0	
				Care Of Adult- Acute Illness I	NURS	611	08/26/2019	12/09/2019				0.00	

Grade Reporting: Process (continued)



GO ARMY ED

Non-standard Grade Setup:

- Standard GoArmyEd grades: A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F, I, P, W
- Setup performed on **Manage Soldier Grades** page
- Entering a non-standard grade will open up fields to designate **Grade Type**, **Include in GPA**, **Grade Points** (depending on the type of grade designated):
 - Must specify pass, fail, incomplete, or withdraw
 - If "Pass", must designate if it should be included in the Soldier's GPA and assign GPA value

Manage Grades

Use the search criteria below to search for Tuition Assistance Requests. This page will allow you to add or change grades. If entering a non-standard grade, please specify the grade type.

Search Criteria

Empl ID	Last 4 SSN	Last Name	First Name	Class Title	Subject	Catalog Number	Start Date	End Date	Grade	Grade Type	Include in GPA	Grade Points	Overdue Days
				Contemporary Health Issues	BSCI	410	06/24/2019	07/25/2019	A	Pass	Yes	4.00	15
				Clinical Nurse Leader Capstone	NURSING	958	05/20/2019	07/26/2019	C	Pass	Yes	2.00	14
				Intro To Media Studies	CMN	455	06/24/2019	07/26/2019	F	Fail	Yes	0.00	14
				Health Care Systems And Leader	NURS	925	05/20/2019	07/26/2019	A%	Pass	Yes	4.00	14
				Families In Health And Illness	NURS	810	05/20/2019	07/26/2019	W%	Withdraw	No	0.00	14
				Internship	COMP	890	05/21/2019	07/30/2019	I%	Incomplete	No	0.00	10
				Health Policy	NURS	501	05/20/2019	07/26/2019	P	Pass	Yes	1.00	7
				Nutrition Health And Well Being								0.00	

Generic Accounts

User Record

Refresh ⓘ

Basic Information

Name :	ABC University Name	Current Home School :	ABC University
SSN/EIN :	Not Available	TA Funding Status :	Not Eligible
User Id :	01234567	User Name :	auniv001
Current Degree Name :	Not Available	Date of Birth :	Not Available
User Type :	Active: Non-LOI School, School Course Admin, School Invoice Admin, Primary POC	Servicing Education Center :	Not Available
PA Type :	Not Available	Primary Phone :	1-800-555-555 Ext 55
Last Login Date/Time :	8/21/2019 3:30:35 PM		

Soldier Personnel Helpdesk Cases

☐ Make this tab your default. Your current tab preference is Education.

User Information

College :	ABC University
Address :	100 University Drive Suite 100 University Place, Utah 27909
Primary Phone :	1-800-555-5555 Ext 55
Alternate Phone(s) :	Not Available
AKO email :	Not Available
Alternate email :	Not Available
Preferred email :	

- 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

Questions Submitted Prior to the Call



GO ARMY ED

Question #1: We would like to know more details about how to revise our GoArmyEd invoice when a student withdraws from a course after the school's tuition refund period has ended.

Answer: There are Reference Documents available to guide schools through many of their questions and processes in GoArmyEd. You may also contact GoArmyEd School Support for assistance.

Please reference Slide 18 for specific training documents for invoicing. The status of the invoice will determine how the school will resolve the issue.

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



- Reminder to verify enrollment before selecting the validation box on the invoice
 - If you validate the invoice line, this will be paid by the Army. If you discover the Soldier did not enroll in this class, a refund of funds to the Army will be necessary on the next invoice. Please contact School Support with questions.
- Slides for this call will be available to schools in the GoArmyEd Message Center; the slides will also be available in the GoArmyEd School Support Knowledge Base until 27 September 2019

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

- Replay Information for this call
 - Replay:** 1-888-568-0365
 - Passcode:** 90518
 - (Playback available until 9 October 2019)**
- Next Non-LOI School call will be in **November 2019**
- **Non-LOI Newsletter will be sent in the next two weeks**