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)

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 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.

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: 34371468 9

*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.

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 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 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)

GO ARMY ED

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 ▼]   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)

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.

Late Grade Notices/Reference Documents
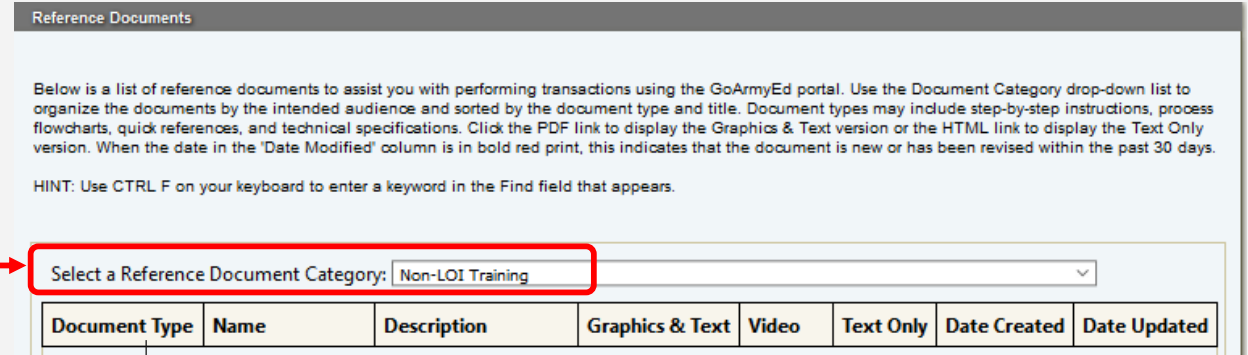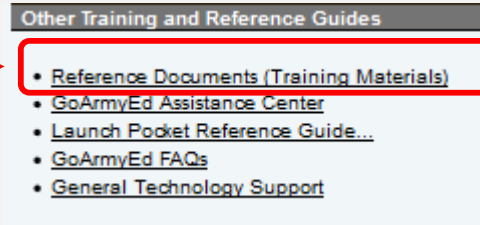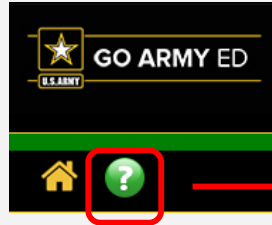
Step by-Step Instructions

➢ **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
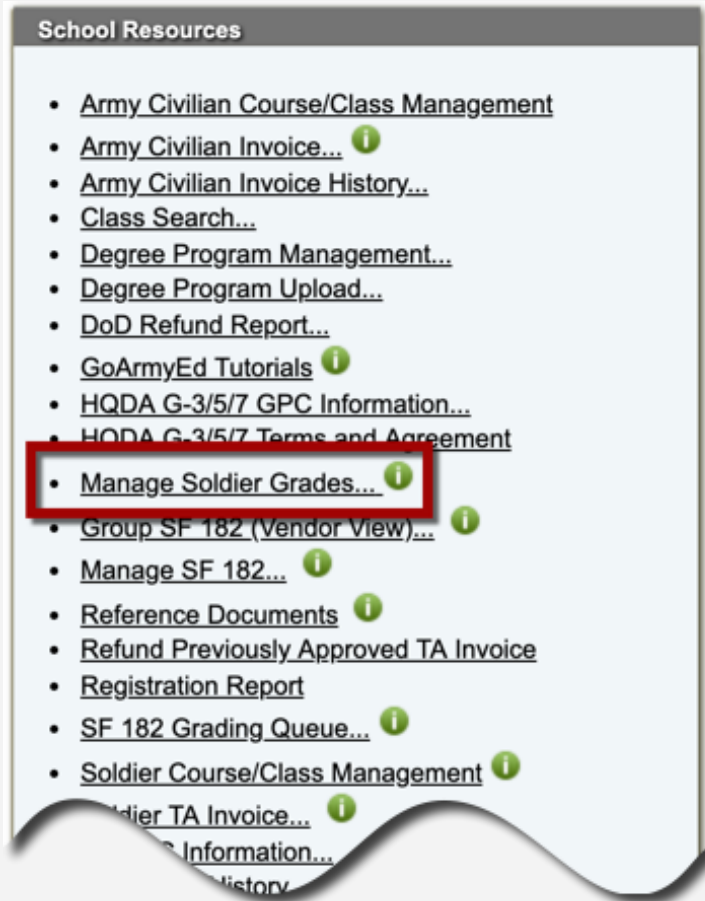
Course Administrator role
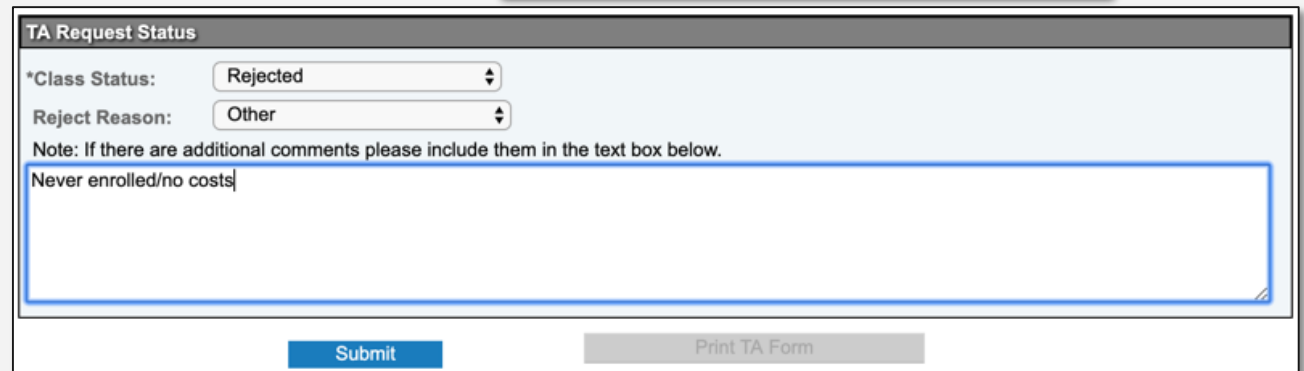
- Confirm that the grades in your student information system are in sync with GoArmyEd grades

- 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

  o **TA Request Queue > TA Request Status**

- If the class has reached 19% complete, the school must reject using the invoice tool

  o **"No Cost" Reduction Reasons**

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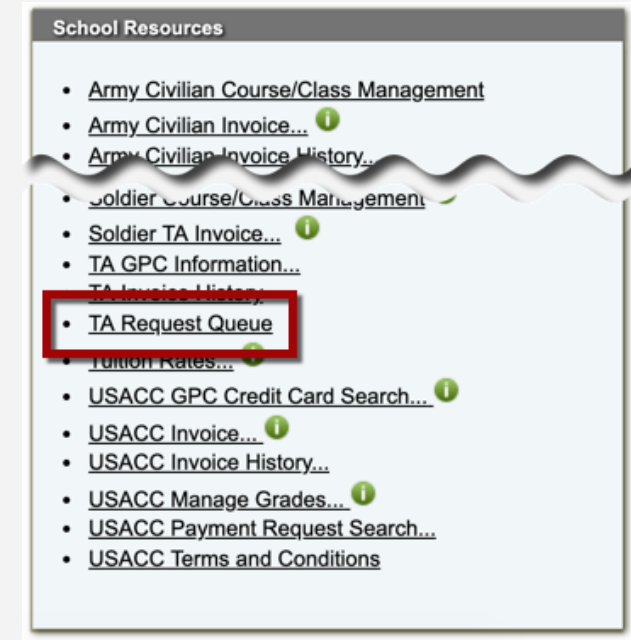
Grade Reporting: Process

Select one of these links to submit grades:

- o **"View Ungraded Classes"** on Pending Actions dashboard

- o **"View Soldier Grades"** on Pending Actions dashboard – for **Incomplete grades** requiring final grades

- o **"Manage Soldier Grades"** in **School Resources** section

- o **TA Request form > Grade Information** section

- Submitted grades will auto-populate and are reflected on Student Record under the **Education** or **All** tabs.

Manage Soldier Grades

- Missing grades

- Overdue Days

- Grade input

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

Find | View 100 | First ◄ 1-300 of 2188 ► Last

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
2299705				Health Policy	NURS	901				Pass	Yes	1.00	7
				Nutrition Health And Well Bein								0.00	

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

Questions Submitted Prior to the Call

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.

GoArmyEd
School
Support

Questions and Answers

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**