



PRESENTERS

Headquarters – Army Continuing Education System (HQ ACES)

Dr. Pamela Raymer, Chief, HQ ACES

Steve Clair, Deputy Chief, Programs & Systems Branch Chief

Ron Ortiz, GoArmyEd Systems Branch Chief

Trent Stanfield, Finance Branch Chief

Ela Karczewska, HRC ACES Program Analyst

Gary Remington, SOC/Postsecondary Program Manager

Mark Mazarella, Tuition Assistance Policy Program Manager

Bree Charlot, Counseling Program Manager

Jason Bise, Education Services Specialist, GoArmyEd Branch

Russ Mott, Education Services Specialist, GoArmyEd

Jennifer Kucan, Education Services Specialist, GoArmyEd Branch

Irina Rader, APT/Academic Testing Program Manager

Jacqueline Smith, Education Services Specialist, IMCOM

Ken Hardy, Chief, Education Services Branch, National Guard

Servicemembers Opportunity Colleges (SOC)

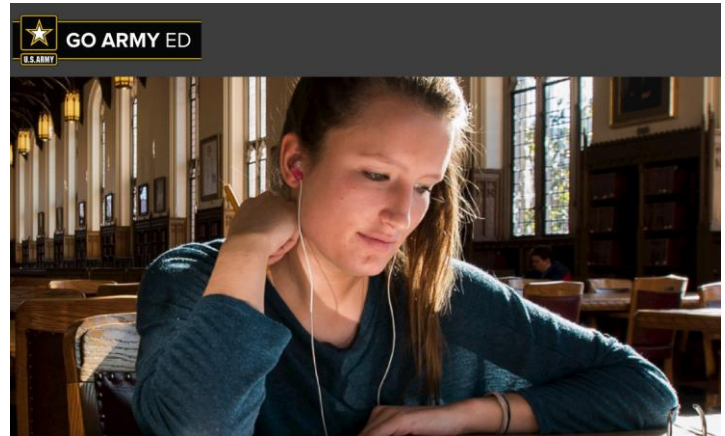
Stephanie Kahne, GoArmyEd Lead

Patricia Taylor, Brianna Tringale, Susan Wolozyn, GoArmyEd Liaisons

IBM

Christina Milne, Sustainment Lead

Diana Duparl, Maya Kirkland, Ruth Perez, Degree Management Specialists



NON-LOI SCHOOL CALL RECORDING AND SLIDE INFORMATION

Replay number: 1-800-860-4707, Passcode: 68297

Playback available until 23 June 2018.

Presentation slides are available [here](#).

TOPICS OF DISCUSSION FROM HQ ACES

REMARKS FROM DR. RAYMER

Thanks for all your engagement. We realize the invoicing process can be somewhat complicated in unique situations but continue to ask for your support in following the requirements for invoices as we work to streamline the processes where we can.

Thanks to all of you who participate in the calls. We ask that you spread the word across your schools to ensure that all your senior leaders know about the programs that support Soldiers.

FINANCE TEAM

MILITARY WITHDRAWALS

If a Soldier has a military withdrawal, please do not charge the Soldier for the Tuition Assistance (TA) costs. The Army will refund TA in cases of approved military withdrawals.

POLICY PROGRAMS AND INCENTIVES

ADDITIONAL SERVICE REQUIREMENT OFFICERS USING TA

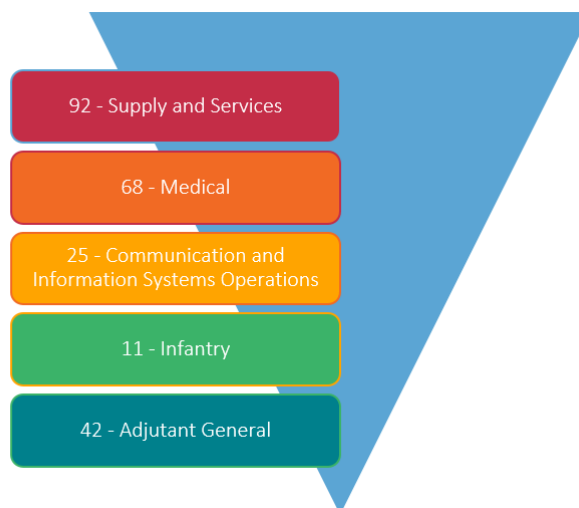
Per Title X policy, commissioned officers using TA incur additional service requirements. This pertains to W-2s and above for Warrant Officers and Second Lieutenants and above for General Officers. When an officer requests TA, s/he incurs the additional service obligation of 2 or 4 years from the end of the class the Soldier requests TA for. Recently, HQ ACES has seen cases of officers contacting schools to reimburse for TA to cancel out the TA usage to avoid the additional service obligation. This is not permitted. Any exchange of TA funds is between the Army and the institution through GoArmyEd. If a Soldier tries to reimburse your school, refer them to the Education Counselor. Only Army Human Resources Command (HRC) can make changes to the service obligation policy.

GOARMYED DATA

SOLDIERS ENROLLED IN COLLEGE COURSES, BY RANK – TOP FIVE



SOLDIERS ENROLLED IN COLLEGE COURSES, BY MOS – TOP FIVE



EDUCATION NEEDS ASSESSMENT SURVERY REPORT



What instructional methods most interest Soldiers?

■ Online ■ Blended Learning ■ Classroom ■ Other

Why do Soldiers enroll in college courses?

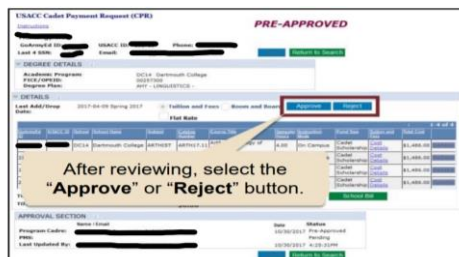


■ Enhance future civilian employment choices ■ Earn a degree
■ Self-improvement ■ Improve promotion potential
■ Improve duty performance ■ Other
■ Not interested in college courses at this time

TOPICS OF DISCUSSION FROM IBM

RECENT UPDATES TO GOARMYED

- The error received when uploading documents to eFile has been resolved.
- The GoArmyEd Helpdesk Contact Information has been updated to include working hours of Monday-Friday 7:00am to 7:00pm Eastern Time and closures on federal holidays.
- Professors of Military Science can now reject Cadet Payment Requests (CPR) after returning to the Search page.



UPCOMING ENHANCEMENTS

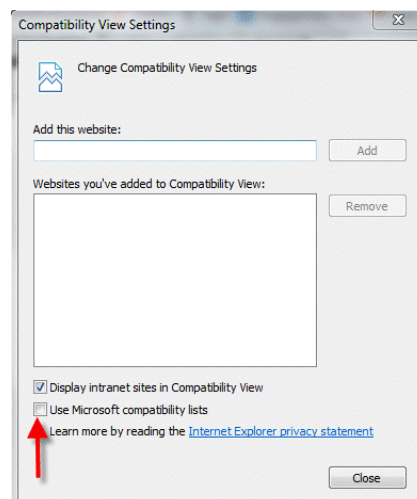
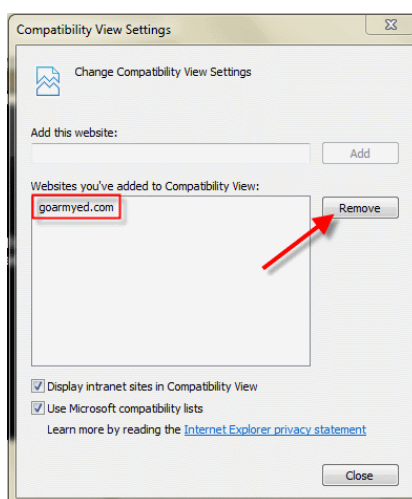
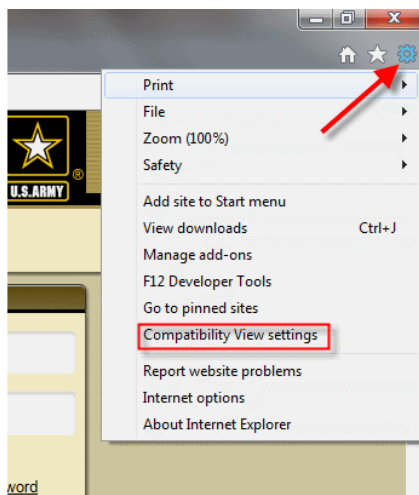
The following changes for USACC schools will be implemented with GoArmyEd Release 11.6, scheduled for June 21:

- When a CPR is submitted with two different schools, Invoice Administrators, the U.S. Army Cadet Command (USACC) Government Purchasing Card Point of Contact (GPC POC), and the Certifying Official at both schools will receive a warning message stating that part of the CPR is with another school.
- Invoices for CPRs with two different schools will not be approved unless both schools' invoices have been submitted.

RESOLVING COMMON ACCESS CARD (CAC) LOGIN ISSUES

If you are experiencing issues logging into GoArmyEd with your CAC card:

- Ensure you are using the latest version of Internet Explorer (IE). CAC login is only available on IE.
- Adjust the IE Compatibility Mode settings.
 1. Select Settings->Tools->Compatibility View Settings
 2. Remove GoArmyEd from "Websites you've added to Compatibility View"
 3. If login issues persist, uncheck the "Use Microsoft compatibility lists" box.



- Update your DoD certificate. For information on how to update the certificate, access the public CAC webpage or the [Defense Information Systems Agency \(DISA\) CAC Getting Started instructions](#).

Additional troubleshooting tips are available in the GoArmyEd Message Center and on the [GoArmyEd Recommended Browser Settings](#) webpage.

REMINDER: You can always log in to GoArmyEd using your username and password.

UPDATING SCHOOL ADDRESS

When updating your school address, select the **SUBMIT** button. The **SAVE** button does **NOT** process the update.

TRAINING AND REFERENCE DOCUMENTS

GoArmyEd training and reference documents are available via the “Reference Documents (Training Materials)” link on the [GoArmyEd Helpdesk webpage](#). Select the green question mark in the top right corner of any GoArmyEd page to access Helpdesk resources.

STUDENT RECORD UPDATE

In response to school requests, the “Current Degree Level” field has been restored to the Education tab on the Student Record.

UPDATE YOUR SCHOOL'S LOGO

[Display your school's logo on the GoArmyEd public page.](#)

REMOVE PII!

If a full name is used with other data like rank, phone number, email, or school, it can help a hacker and be used in a malicious way.

Remind the student as well as yourself to remove Personally Identifiable Information (PII) and use the GoArmyEd ID# in cases, eFile documents, and other uploaded items.

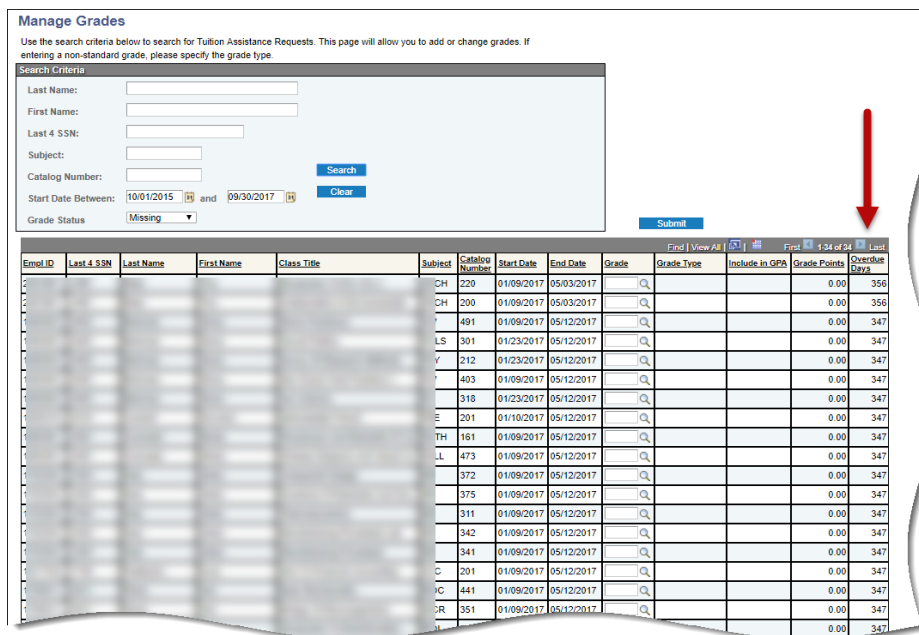
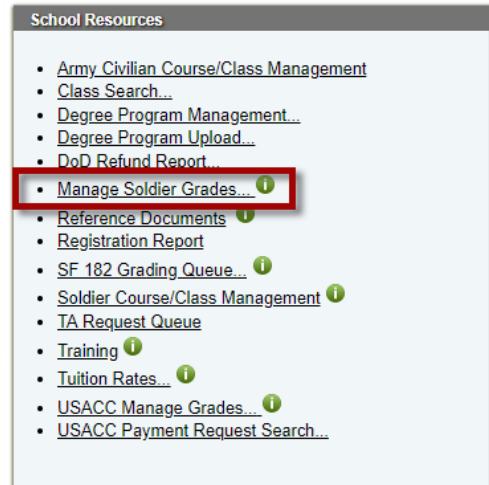
TOPICS OF DISCUSSION FROM SOC

LATE/MISSING GRADES

GoArmyEd policy states that **grades are due within 14 days** after a class end date as listed on the student’s TA Request form.

If the grade is still missing **after 45 days**, the student’s account is placed on a **No Grade Hold** and they are prevented from requesting any further TA until the outstanding grade situation is resolved. All outstanding grades must be resolved either with a grade or an enrollment rejection.

Course Administrators have access to a **“Manage Soldier Grades”** link on the School Resources menu that allows grades to be submitted for multiple students.



To post a grade or reject a TA Request for an individual student, access the TA Request form using the **“TA Request Queue”** link under the School Resources menu, or the TA Grade Administration link in the student’s account.

Rejecting Enrollments on Invoices

- Once a class is 19% complete, it becomes eligible for invoicing, and rejections must be done on the invoice.
- Removing a class from an invoice allows the TA Request to be rejected. SAVING the invoice will remove the line item immediately to allow the TA Request to be rejected without having to SUBMIT the invoice.

- If a class has been approved for payment, use the “Refund Previously Approved Invoice” link to reject the enrollment.

If a student requests TA for a class at your school, your school is responsible for submitting the grade or rejecting the enrollment.

REFERENCE DOCUMENTS

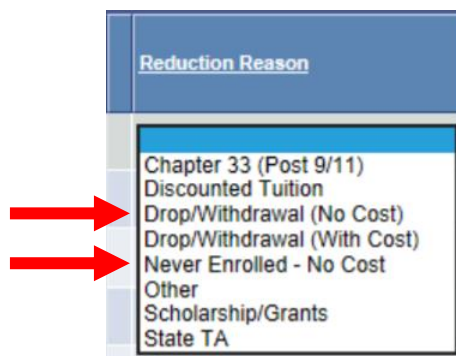
- [Grade Entry Process](#) – Course Administrators
- [Rejecting a Tuition Assistance Request \(TAR\)](#) – Course Administrators
- [Rejecting an Enrollment on an Invoice](#) – Invoice Administrators
- [Removing a Class from an Invoice](#) – Invoice Administrators
- [Refund a Class on a Previously Approved Invoice](#) – Invoice Administrators

TA REDUCTION REASON – REJECTING ENROLLMENTS

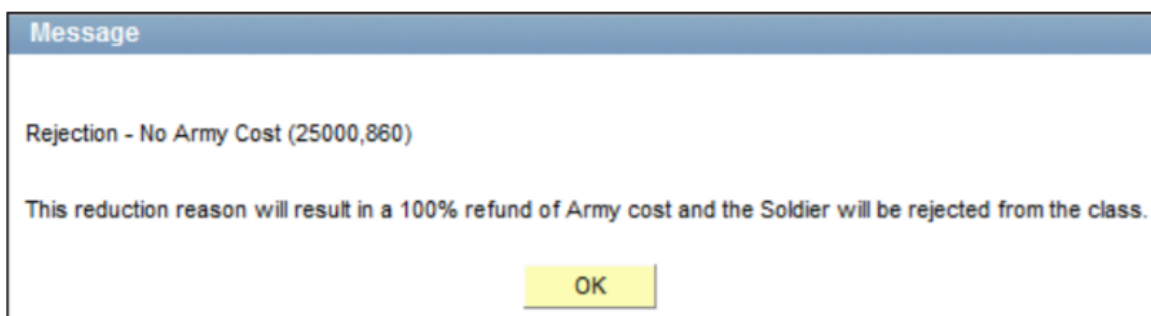
Rejecting enrollments on a pending or previously approved invoice will remove the class from your outstanding grade list, refund 100% of the TA costs to the Army, and prevent or remove No Grade Holds on Soldier accounts.

There are only two Reduction Reason options that will zero out Army cost AND reject the Soldier from the class:

- Drop/Withdrawal (No Cost)
- Never Enrolled – No Cost



When selecting one of these Reduction reasons, you will receive a pop-up message verifying that the action will refund all Army costs and reject the Soldier from the class.



Selecting any other Reduction Reason will **NOT** reject the Soldier’s enrollment in the class.

UPLOADING TUITION RATES

Schools can add tuition rates based on GoArmyEd standard course levels. Non-LOI schools must be approved by HQ ACES to upload tuition rates in GoArmyEd. Only HQ ACES approved tuition rates will be used in Non-LOI TA requests. Uploading tuition rates expedites approval of TA requests and significantly reduces invoice errors.

If your school is approved to upload tuition rates, select the “Tuition Rates” link located in the School Resources section. If you do not have access to the “Tuition Rates” link, open a Helpdesk case to request this access.



The Manage Non-LOI Tuition Rates page is used to manage Non-LOI school course level tuition rates. **Course Administrators and Invoice Administrators can enter the tuition rates and effective dates.** Select the “Add New Rates” button to add a new course level rate.

REFERENCE DOCUMENT

[Uniform Tuition Rate Management](#)

SUBMITTED QUESTIONS

- Q:** Did the Army TA usage policy change concerning Soldiers being able to get an additional certificate?

A: There has been no change to the certificate policy. The latest change was two years ago when the transition policy was instituted, which allows an additional 21 semester hours within a five-year period for Soldiers to earn a certificate with the intent to learn new skills that will help with their civilian employment, or refresh skills that had been previously attained.
- Q:** When are the rules concerning the one-year service out of AIT eligibility for Bachelor degrees and 10 years of service for Master degrees going to change?

A: Currently, there are no changes to the one-year and ten-year service eligibility requirements. If there are changes, schools will be notified of new policies and effective dates.

CALL Q&A SESSION SUMMARY

1. **Q:** Recently, I have received a lot of invoice rejections due to Soldiers submitting incorrect TA requests. We have been asked to correct the verification documents or provide the correct tuition costs. This is the first time I have encountered this, and I am confused by that process since the school provides system-generated and itemized statements and schedules but does not see the documents before they are submitted to the Education Counselors. I get the approved TA request and assume, if the request has been approved, there should be no issues with invoicing, but this has not been the case. Can you expand on this?

A: HQ ACES is working with the field to remind them of what is required to approve a Non-LOI TA request, specifically system-generated itemized bills and system-generated schedules, and provide additional guidance on this process. There are three quality control checkpoints for Non-LOI requests: Soldier, Counselor, and school. Soldiers are informed of the requirements for TA request approval, so Soldiers must first submit the correct documents. Then, it is the Counselor's responsibility to review the documentation and either approve or reject it. Finally, the school verifies the documents are correct when invoicing. Approval of TA requests is a shared responsibility. For example, a Soldier may hastily submit an incorrect document since they are close to the class start date, and it may be approved by the Counselor with the assumption that it may be fixed later, but the errors are then caught during invoicing. If a school submits an invoice with incorrect TA request documentation, the school will be contacted about the incorrect invoicing request. Since documents are linked to the line item for the Soldier, schools can help reduce and resolve invoice errors by reviewing the individual TA requests.

2. **Q:** If a school gets approval to enter tuition rates in GoArmyEd, does this replace cost verification? Would we still need to upload cost and class verification documents, or just class verification?

A: If schools receive approval to input tuition rates in GoArmyEd, that is the accepted rate. When a Soldier submits a TA request, the tuition rates will auto-populate and the request will be auto-approved. There's no cost verification required.

3. **Q:** Our school will be increasing tuition in August, but most Soldiers are in a non-traditional program made up of shorter "pay periods", rather than semesters. If Soldiers start their pay period prior to August and the class continues into August, they are going to be charged the current tuition. If Soldiers start their pay period in August, they will be charged the increased tuition. Is there a way to report this in GoArmyEd?

A: The new tuition rates will need to be approved by the Office of the Secretary of Defense (OSD). The new rates can then be input in GoArmyEd. Soldiers enrolling in August will use the new rates, and Soldiers who enrolled prior to the rate change will remain at the tuition cost that was approved when they enrolled.

CLOSING INFORMATION

Next Non-LOI School Call:

The next GoArmyEd Non-LOI School call is scheduled for August 2018.

Getting Help:

For GoArmyEd related issues, please create a GoArmyEd Helpdesk case at www.goarmyed.com. For SOC specific inquiries, please submit a ticket at www.goSOCed.org.