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

GoArmyEd Non-LOI School Call

28 February 2018

1:00 pm-2:30 pm EST

Subject Matter Experts

- Headquarters Army Continuing Education System (HQ ACES)
- IBM, Army Technology Integrator
- Servicemembers Opportunity Colleges (SOC) GoArmyEd Team

Call Access Information

Wednesday, 28 February 2018
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 1-866-501-5087
Passcode: 68297
(Playback available until 28 March 2018)

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Headquarters Army Continuing Education System
(HQ ACES)

- **Dr. Pamela Raymer**, Chief HQ ACES
- **Steve Clair,** Deputy Chief/Programs and Services Branch Chief, HQ ACES
- **Ron Ortiz**, GoArmyEd Systems Branch Chief, HQ ACES
- **Trent Stanfield**, Finance Branch Chief/Budget Officer, HQ ACES
- **Ela Karczewska**, GoArmyEd COR / Program Analyst, HQ ACES
- **Gary Remington**, SOC/Postsecondary Program Manager, HQ ACES
- **Mark Mazarella**, Tuition Assistance Policy 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
- **Irina Rader**, APT/Academic Testing Program Manager, HQ ACES
- **Jacqueline Smith**, Education Services Specialist, HQ IMCOM ACES
- **Ken Hardy**, Chief, Education Services Branch, National Guard

IBM Team

- **Christina Milne** - Sustain Program Manager
- **Ruth Perez** - Degree Management Specialist, IBM
- **Diana Duparl** - Degree Management Specialist, IBM

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Servicemembers Opportunity Colleges (SOC) GoArmyEd Team

- **Stephanie Kahne**, SOC GoArmyEd Lead
- **Brianna Tringale, Patricia Taylor & Susan Wolozyn**, SOC GoArmyEd Liaisons
- **Su-Mei Hedges,** Program & Systems Analyst

Webpage: www.goSOCed.org

Contact Phone number: 1-800-892-7205

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HQ ACES Information

- **Welcome** from Dr. Raymer, Chief HRC ACES

- **Finance Team-**Mr. Trent Stanfield
  - Apply TA funds first then other funds (FA, Grants, Scholarships)
  - Cost Verification

- **GoArmyEd Team**-Mr. Gary Remington
  - Update

- **Policy Programs and Incentives**-Mr. Mark Mazarella
  - AMEDD, Teacher Certification

- **VIA Annual Assessment-**Ms. Ela Karczewska

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Army TA Policy-Mr. Mark Mazarella

Special Programs

o Teacher Certification

o In-Service Medical Recruiting Program Prerequisites

  ➢ Inter-service Physician Assistance Program (IPAP)

  ➢ Army Enlisted Commissioning Program (AECP)

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Teacher Certification

➢ Allows Soldiers to use TA for coursework leading to initial teacher certification / licensure for one state, regardless of degree(s) previously earned

➢ Provides Soldiers who already possess a master's degree up to 18 SHs of TA for professional education courses

➢ Does not apply to the following:

    o Content / subject area courses (Math, English, Social Science, etc.)

    o Courses to maintain teacher certification / licensure

    o Courses to obtain an endorsement, specialized certification (e.g., principal / administration, counseling, curriculum, reading specialist, etc.)

➢ Courses to obtain a second masters degree

➢ Courses for any teacher certification / licensure required examinations

AMEDD Accessions Program Pre-requisites

➢ Applies to Army Medical Department (AMEDD) in-service recruitment programs.

   o Inter-service Physicians Assistant Program

   o Army Enlisted Commissioning Program

➢ Soldier must provide documentation from school or AMEDD Program Manager listing specific prerequisite classes required based on review of Soldier's prior education

➢ School / AMEDD memorandum serves as degree plan

➢ If Soldier already has bachelor's or master's degree, submit as CRM case to HQ ACES

➢ *If Soldier does not have bachelor's or master's, enroll Soldier in degree plan that incudes required classes

*GoArmyED change in Jan 17 allows Soldiers to select AMEDD program pre-requisite degree plan in VIA

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Inter-service Physician Assistant Program

➢ Allows Soldiers to use TA for up to 60 SHs of undergraduate prerequisites required to apply for fully funded, fulltime, masters degree in Physician Assistant studies leading to appointment as an Army medical officer. Graduates earn a masters degree from the University of Nebraska and receive a commission as a first lieutenant in the Army Medical Specialist Corps.

➢ Minimum 60 Semester Hours (SH) of college course work:
- 30 SH can be any classes or credit for military training (ex. JST transcripts)
- 30 SH must be in residence (classroom or online) w/ course grade of C or better:
  - 6 hours of English (3 SH writing/composition) CLEP is authorized
  - 6 hours of humanities (gov't, history, foreign language, art, social science and religion)
  - 3 hours of Psychology (any type)
  - 6 hours of Chemistry (general or higher) Intro to Chemistry will not count
  - 3 hours of Human Anatomy (can be a combined A&P class)
  - 3 hours of Human Physiology (can be a combined A&P class)
  - 3 hours of College Algebra or higher math
  - + Medical Terminology course

➢ SAT required within 5 years of application with a minimum score of 450 in reading and math & cumulative score of 1000 is required in the reading and math sections

➢ A minimum GPA of 2.85 is required in all sciences with and minimum cumulative GPA of 2.65

AMEDD Enlisted Commissioning Program (AECP)

➢ Allows Soldiers to use TA for undergraduate (lower division) prerequisites required to apply for fully funded, fulltime, on-duty 2-year program to complete BSN at school of choice

➢ Degree plan is based on school's review of Soldier's transcript(s), and TA is authorized to complete lower division prerequisite courses for entry into final two years of a BSN program

➢ Upon completion of lower division prerequisites, eligible Soldiers can apply for AECP to complete BSN at school of choice. AECP participants continue to receive full enlisted pay and allowances. Soldier may not use TA, GI Bill, or student loans or grants while in program

➢ AECP eligible institutions must:
  - o Be located within 100 mile radius of a military medical treatment facility
  - o Be accredited by ACEN or CCNE
  - o Charge in-state tuition rates and must waive T&F exceeding $9000/year
  - o Offer all classes in residence (no on-line)
  - o Have first-time NCLEX pass rate of 90% or higher
  - o Provide Soldier an unconditional letter of acceptance
  - o Teach classes in English only

➢ Soldier eligibility for AECP:
  - o Have GT score of at least 110
  - o Be able to complete BSN w/in 24 consecutive months
  - o Maintain full-time student status throughout AECP program
  - o Maintain at least 2.5 GPA throughout AECP program
  - o Maintain minimum cumulative GPA of 3.0 for all postsecondary coursework previously completed

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VIA – Annual Assessment

1 January 2017 - 31 December 2017

Ms. Ela Karczewska

109K - **Unique VIA Users from January 2017 – December 2017**

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91% Of VIA Users have Rank of SFC and Below in 2017
# Vs. 90% in 2016

Percent of VIA/TA Users by Rank
Calendar Year 2016 Vs. 2017
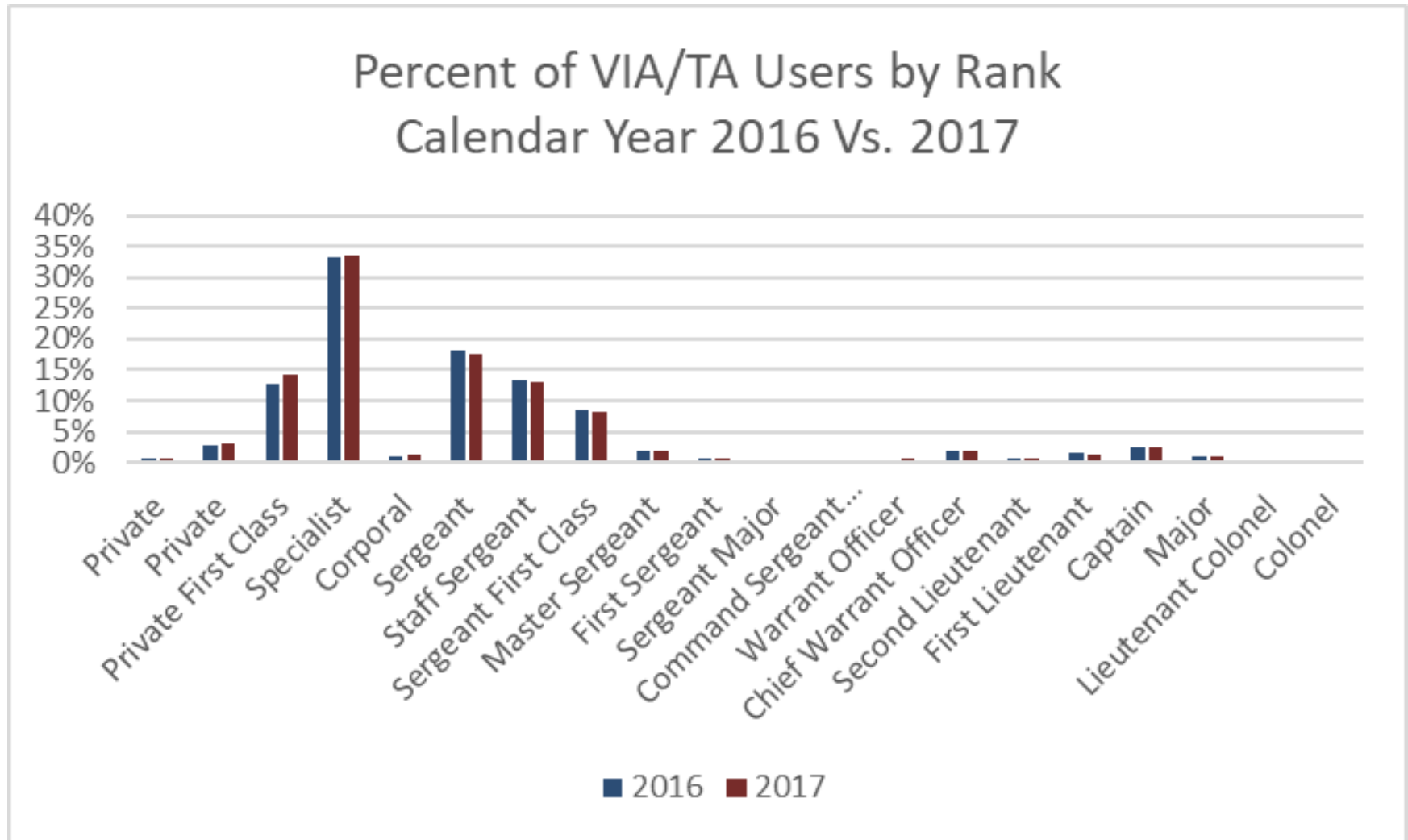
Career Family Goals Selected by VIA Users 2016 Vs. 2017


Career Families Selected by VIA Users 2016 vs. 2017

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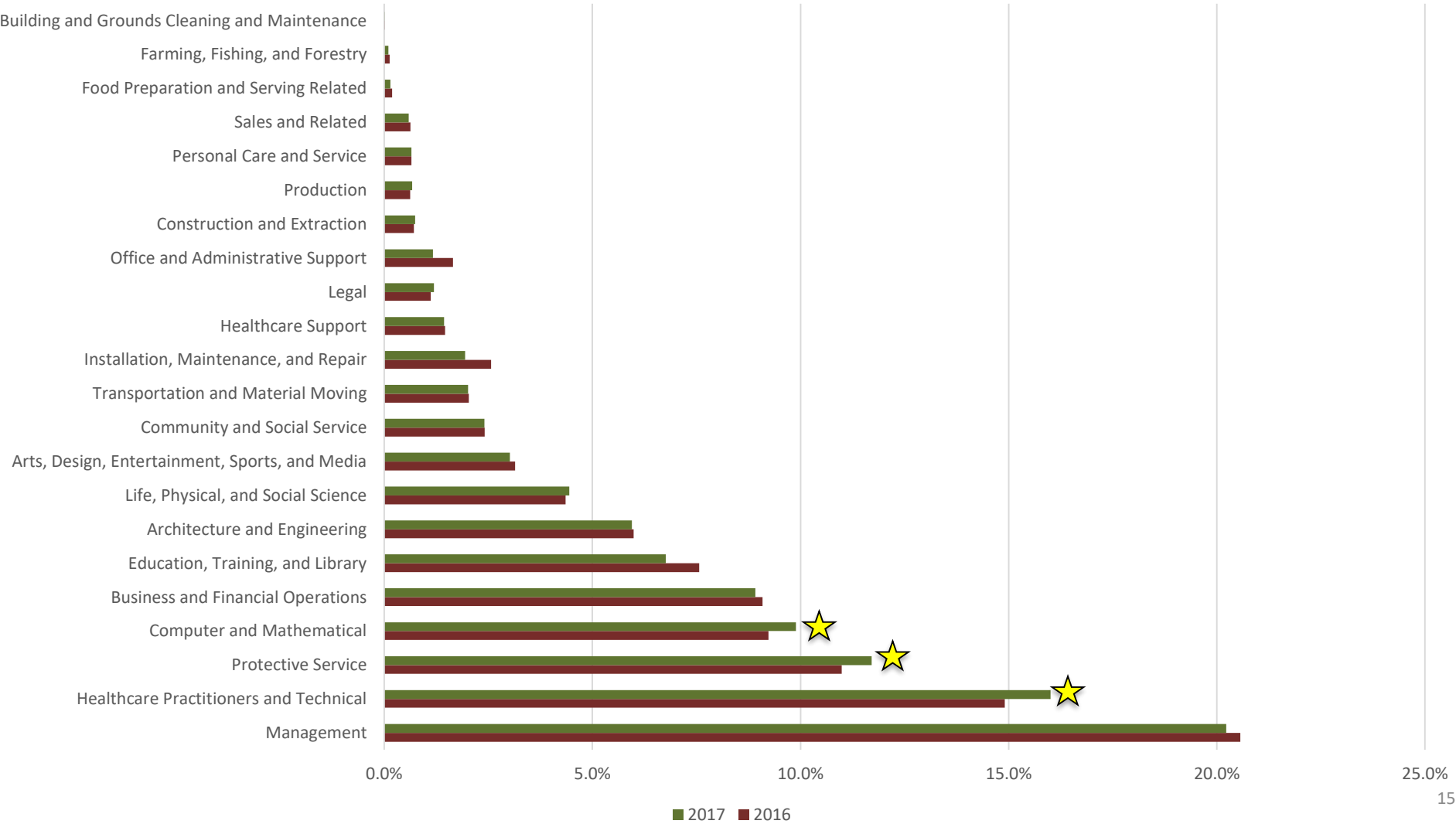
Continued Increase in Distribution of Schools Selected by New Account Activators (Pre and Post-VIA)

Count of Schools Attended by New TA Users
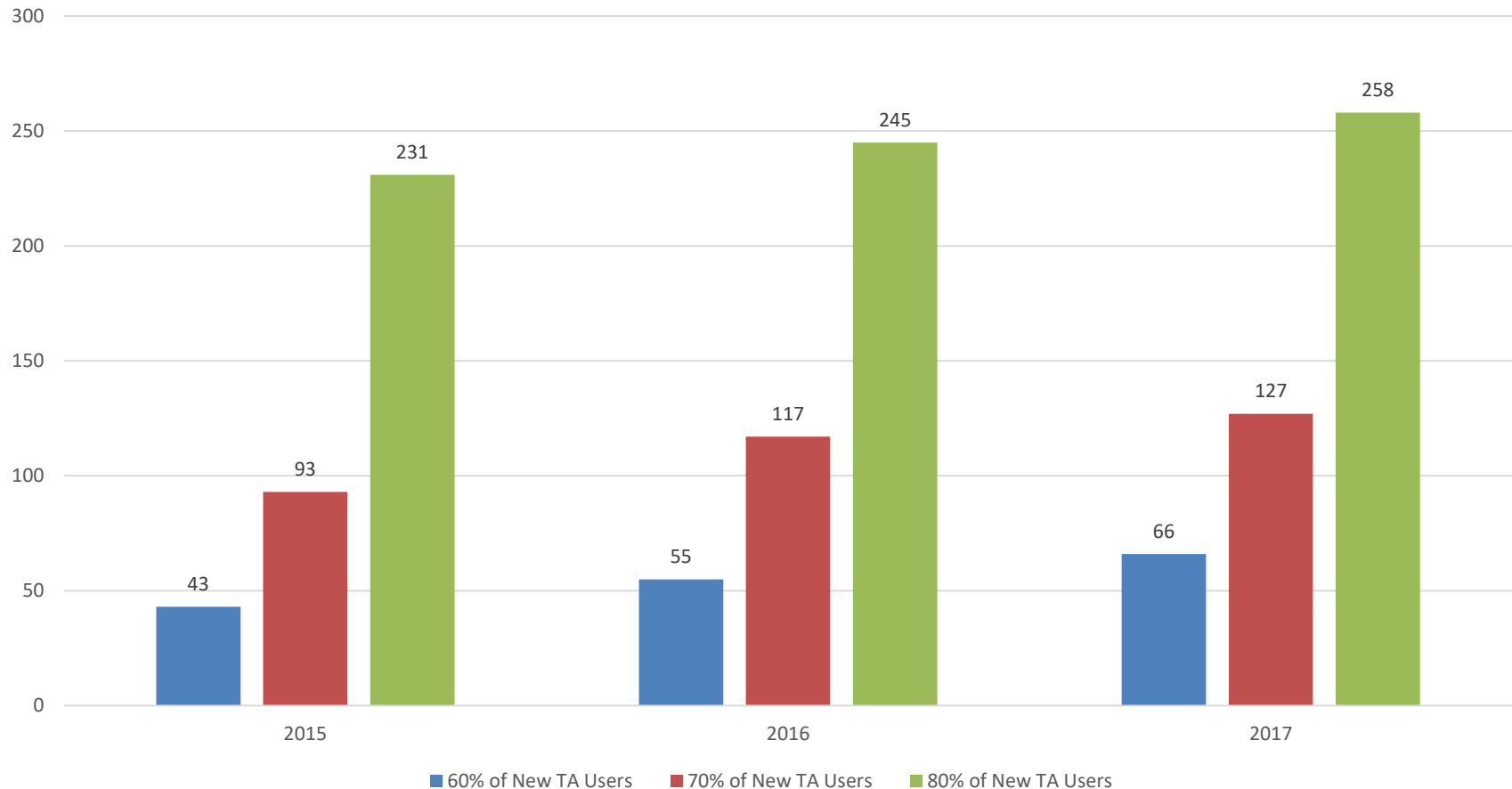
Students Choosing VIA Recommended Degrees and Schools Register for a First TA-Funded Class at more than 2X the Rate of Students Selecting Non-VIA Recommended Degrees and Schools

Bar chart showing:
- % Users Choosing VIA Recommended Degree Taking a Course 3 Months After Account Activation: 25%
- % Users Choosing Non-VIA Recommended Degree Taking a Course 3 Months After Account Activation: 12%
- % Users Choosing VIA Recommended Degree and School Taking a Course 3 Months After Account Activation: 17%
- % Users Choosing Non-VIA Recommended Degree School Taking a Course 3 Months After Account Activation: 7%

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2017 Distribution of VIA Satisfaction Scores by Question & Component
1=Strongly Disagree / 5 = Strongly Agree, 102,000 respondents
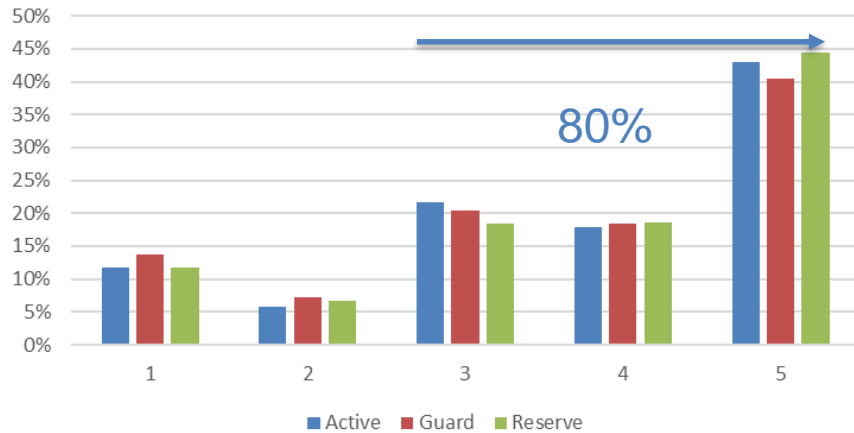
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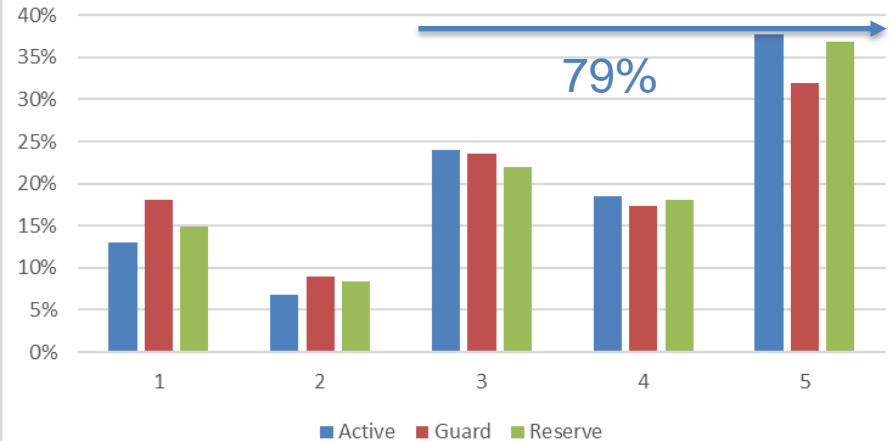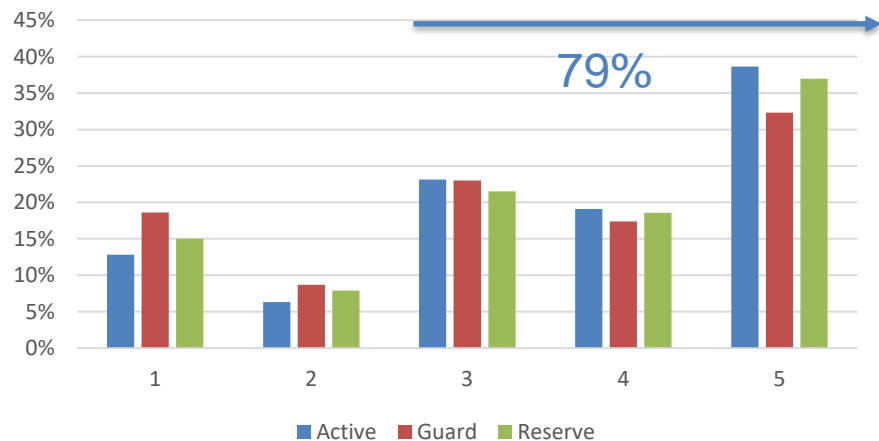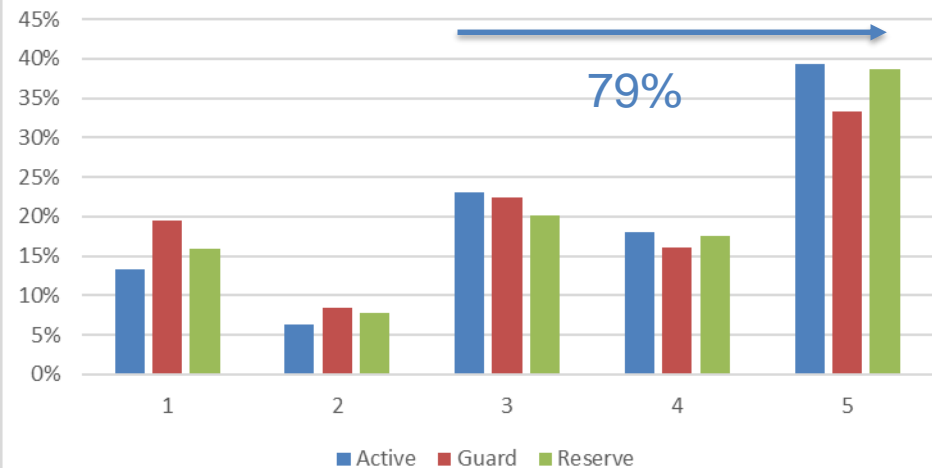
IBM Information

- Non-LOI/Group Vendor Release Changes

    - Group Standard Form (SF) 182

    - United States Army Cadet Command (USACC) Schools

    - Student Record Update

    - Degree Program Management (DPM) Tool

- Personally Identifiable Information (PII) Reminder

- School Logo

- Degree Program Management (DPM) Training Materials

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Non-LOI/Vendor Release Changes
Group SF 182-Christina Milne, Ruth Perez

Schools and Vendors will now have view only access to the
Group SF 182 Management Page.

Non-LOI/Vendor Release Changes
USACC Schools-Christina Milne, Ruth Perez

School Course Admins will be able to view the status of where the Cadet Payment Request (CPR) is in the invoicing process in the **Payment Information** box on the CPR page.

Non-LOI/Vendor Release Changes
Student Record Updates-Christina Milne, Ruth Perez

New Fields are being added to the **Education** Tab of the Student's Record to support more Degree Level data, to include Semester Hour Counts Used

Current

Student Information

Currently Enrolled in a Course?	Yes
On Hold?	No

Note: The placement and removal of holds will occur within 24 hours (EST). ACES requested holds (ACR) are real-time.

Common Application Submitted?	Yes
Common Application Submitted Date :	1/14/2016
State of Residency :	Texas
Home School :	Central Texas College
Data Source :	Provided by School
Generic Degree Name/CIP :	Web Page, Digital/Multimedia and Information Resources Design
School Specific Degree Name :	Certificate of Completion - Web Technologies (CC - CSW17)
Degree Level :	Certificate
Expected Graduation Term :	Not Currently Projected

New

Common Application Submitted?	Yes
Common Application Submitted Date :	10/17/2011
State of Residency :	Florida
Current Home School :	Home School Not Set
Data Source :	Not Available
Current Generic Degree Name/CIP :	Not Available
Expected Graduation Term :	Not Currently Projected
Highest Degree Earned Name :	BS - Liberal Arts (BS-LA)
Highest Degree Level Name :	Bachelor's
School Name of Degree Earned :	Excelsior College
Confer Date :	6/15/2012
Undergraduate TA Semester Hours Used :	63 of 130
Graduate TA Semester Hours Used :	1 of 39
Certificate TA Semester Hours Used :	0 of 21

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Non-LOI/Vendor Release Changes
Degree Program Management (DPM) Tool- Christina Milne, Ruth Perez

Some schools were receiving errors when entering in required fields, this has been corrected in this release

Academic Plan Details:
Degree Title
Long Description

Degree Locations:
Only Classroom
Only Online
Combination of Classroom & Online

Admissions Criteria Grid:
Admission Criteria Type
Minimum Value

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PII Reminder-Christina Milne, Ruth Perez

PII Tip of the Day is back on the Message Center for all users

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 used with other information like rank, phone number, email, and/or school, among other data, it can help a hacker and be used in a malicious way.

Remind students as well as yourself to use GoArmyEd ID in cases, eFile documents and other uploaded items in the system and remove PII.

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School Logo Reminder-Christina Milne, Ruth Perez

School Point Of Contacts (POC) 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 width by 60 pixels in height
- Transparent background

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

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DPM Tool Training Materials-Christina Milne, Ruth Perez

As a reminder, there are several training materials and technical specifications about the Degree Program Management tool available from the **GoArmyEd Reference Documents** page:

Degree Program Management Tool Overview and FAQs:

* https://www.goarmyed.com/docs/pdf/219_QR_DPM_Tool_and_FAQ.pdf

Adding and Modifying Degree Information in GoArmyEd:

* https://www.goarmyed.com/docs/pdf/217a_VIA_Degree_Program_Management_Overview_Part_1_Modules_1-4.pdf
* https://www.goarmyed.com/docs/pdf/217b_VIA_Degree_Program_Management_Overview_Part_2_Modules_5-7.pdf

Technical Specifications – Uploading Degree Program Data:

* https://www.goarmyed.com/docs/pdf/Degree_File_Upload_Instructions.pdf

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- GoArmyEd School Process

- Degrees entered into Degree Program Management (DPM) tool are visible in VIA

- Point of Contact (POC) Changes

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GoArmyEd School Process-Stephanie Kahne

TA Request
- Receive TA Request

TA Request
- Approve TA Request

Invoice
- Quarterly TA processing

Grades
- Post Grades within 14 days of Class end date

Graduation
- When Soldier graduates Report Graduation

PII Reminder for CRM Cases-Stephanie Kahne

Reminder:
IBM discussed PII earlier but this is a reminder to redact PII information from documents attached to CRM cases or when uploading to eFile,

This includes full social, partial social or Date of Birth (DOB).

There has been an increase of PII being submitted through CRM and eFile.

Degrees Entered into the DPM tool are Visible in VIA - Patricia Taylor

- Many Non-LOI schools have not uploaded their schools' degrees into the DPM tool. Active degrees uploaded in the DPM tool are visible to students in VIA for selection.

- If a degree is not uploaded and activated by the school in the DPM tool, the Soldier will need to manually enter the degree in VIA, which often leads to errors.

- Please refer to Slide 16 to view the multiple DPM training resources. You can view these resources by selecting the green question mark icon located the top of the page. Then select the **"Reference Documents (Training Materials)"** link.

Degrees Entered into the DPM tool are Visible in VIA (continued)

Degrees Entered into the DPM tool are Visible in VIA (continued)

NOTE: Please ensure that your school does not activate degrees manually entered by Soldiers. Degrees entered by students have a numerical degree title.

Search Results

Manually entered by Student

View All						First ◀ 1-11 of 11 ▶ Last	
School	**Academic Plan**	**Degree Level**	**Degree Title**	**Description**	**Long Description**		**Status**
SUW	0000127359	Bachelor's	1831793608	Political Science and Governme	Bachelor's Degree in Political Science		Inactive
SUW	0000183236	Bachelor's	1580671116	Social Work, Other	Social Work		Inactive
SUW	0000200634	Bachelor's	1629820377	American History (United Stat	History/Civil War Studies		Inactive
SUW	0000203080	Certificate	024288187	Human Resources Management/Per	Business Management		Inactive
SUW	0000235143	Bachelor's	RBA	Regents BA	Regents Bachelor of Arts (RBA)		Active
SUW	0000235152	Bachelor's	BSN	BS in Nursing	Bachelor of Science in Nursing (BSN)		Active

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Point of Contact Changes-Susan Wolozyn

Making changes to any of your school's POC information is done by the Primary Point of Contact (PPOC) using links under the School User Administration menu.

- Ensure your school's PPOC is always up to date in GoArmyEd.

- Update PPOC information using the **"Points of Contact (POC) Management"** link

Point of Contact Changes (continued)

If you are the current PPOC, you have the ability to make another user the PPOC (see the **"Designate New Primary POC"** link), which will deactivate your PPOC account.

If your PPOC account is inactive, or if your school's currently designated PPOC has left, you (or someone on your staff) will need to open a CRM case to request a PPOC change to the new PPOC.

Point of Contact Changes (continued)

Making other POC updates using the **POC Management** page:

- Designate up to 2 Alternate (Secondary) POCs

- Designate up to 3 GPC POCs

Point of Contact Changes (continued)

Make attribute/role updates, activate and deactivate accounts, and add new users using the **"School User Management"** link from the School User Administration

Question: We report graduation about 5 weeks after the end of the semester. When I went to report graduation, the students had been removed from GoArmyEd. How do we report graduation in cases like this?

Answer: When a Soldier is in "Inactive" status, our system automatically moves the Soldier to Home School Not Set (HSNS) status; however, Non-LOI school have the option to create a CRM case so IBM could report the graduation on the back end. We would need the Soldier's emplid, name of the degree completed, graduation GPA, conferred date, and whether or not the Soldier graduated with honors.

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At this time, we will open the line for questions.

Non-LOI School Call Reminders

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

- Next Non-LOI School call will be in May 2018

- Replay Information for this call

  1-866-501-5087

  Passcode: 68297

  (Playback available until 28 March 2018)

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