

# GOARMYED BASIC TRAINING

GAVCO: 13 March 2013

# Agenda

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- What is GoArmyEd
- What type of School
  - ▣ LOI vs. NON-LOI
- How to set up an account
- Soldier and School Responsibilities
- How to manage an account
- FAQs

# What is GoArmyEd

Army Definition: **GoArmyEd** is the virtual gateway for all eligible Active Duty, National Guard and Army Reserve Soldiers to request Tuition Assistance (TA) online, anytime, anywhere for classroom and distance learning. It allows Soldiers to manage their education records including college classes, testing, on-duty classes and Army Education Counselor support.

- ❑ \$4,500 for the Fiscal Year (FY): 1 OCT to 30 SEP: Tuition and Fees
- ❑ \$250 per credit hour not to exceed \$750
- ❑ School can exceed \$250 but Soldier has to pay remaining cost out of pocket
- ❑ Covers Lab fees and course fees
- ❑ Does not cover Books
- ❑ Fees not covered: Parking, Health, Recreation, Student Activity, Institutional, Access
- ❑ All charges must be exposed
- ❑ Available to Active Duty, Reserves, and National Guard Soldiers

# Setting Up Your Account

[www.goarmyed.com](http://www.goarmyed.com)

Welcome to GoArmyEd! Helpdesk

**Welcome to GoArmyEd**

**Register with GoArmyEd**

**GoArmyEd Log In**

**Registered Users Log In**  
User Name:   
Password:   
  
[Forgot your user name and/or password?](#)  
[Pop-up blocker help](#)  
[Need to Register/Activate your account in GoArmyEd?](#)

**Home**  
Tuition Assistance (TA) Policies  
Education Centers  
 Earn a Degree or Credential  
 Programs and Services  
 Money for College  
 GoArmyEd  
 College of the American Soldier  
School Account Request for Up Front TA  
 Help

**News And Announcements**

**VENIS:**  
OSD is currently working on developing the VENIS system. It will be accessible once the system is live...[View](#)

**“[I] could continue working on courses while deployed.”**  
- Staff Sergeant Fort Lewis, Washington

**NEW USER** **NEW SCHOOL**

**About ACES**  
GoArmyEd is the gateway to all Army Continuing Education System (ACES) programs and services.  
[Learn About ACES](#)

**About GoArmyEd**  
GoArmyEd is the virtual gateway for all eligible Active Duty, National Guard and Army Reserve Soldiers to request Tuition Assistance (TA) online, anytime, anywhere for classroom and distance learning. It allows Soldiers to manage their education records including college classes, testing, on-duty classes and Army Education Counselor support. Beginning Summer 2013, Army Civilians will also use GoArmyEd to apply for their Civilian education, training, and leader development events.  
[Learn About GoArmyEd](#)  
[View GoArmyEd Video](#)

# School ID

## Create New School User

All Soldiers may request Army Tuition Assistance (TA) benefits only at accredited schools that have an account in GoArmyEd. Please read the following information prior to requesting an account:

- To get started you will need your school's Office of Postsecondary Education Identification (OPEID) code. This is a unique number assigned to schools by Department of Education.
- A school may designate one primary Point of Contact (POC) per school OPEID code. A school with multiple OPEID codes may request a primary POC account under one of the OPEID codes or it may set up a primary POC account under multiple OPEID codes if it operates as separate business entities for purposes of handling third party payments.
- If your school does not have an OPEID code or if you need help with this process, please contact Army Continuing Education System (ACES) by selecting the yellow Helpdesk button above to open a helpdesk case.

NOTE: Schools that have a signed Letter of Instruction with the Army already have a user account to GoArmyEd and do not need to request a new account unless the school has additional campuses or programs not under their current agreement.

Visit [Army Continuing Education System \(ACES\)](#) for frequently asked questions, instructions, updated announcements, and contact information.

OPEID Code:

Submit

# What is My School

- Letter of Instruction (LOI) vs. Non-LOI
  - ▣ LOI; Automated pay, classes, etc... through GoArmyEd Portal
  - ▣ Non-LOI; Not automated

# LOI vs NON-LOI



## LOI

Schools that sign an LOI agree to:

- Develop interface files with GoArmyEd through Secure File Transfer Protocol (SFTP) and use the interfaces to upload and maintain their schedules of classes, which are searchable by Soldiers through GoArmyEd;
- Process all class registrations and drops through a nightly file sent through GoArmyEd;
- Process Soldier grades and TA invoices through the GoArmyEd Web site or through the interface file; and
- Work with SOC to set up electronic degree plan templates with GoArmyEd that help to advise Soldiers on which classes they need to take to advance them toward their chosen degrees.



## Non-LOI

The term Non-LOI school is used throughout this document and the GoArmyEd portal to refer to accredited, postsecondary education schools that have not signed a Letter of Instruction (LOI) with the Army to integrate their schedule of classes and course registration processes with GoArmyEd. Non-LOI schools only need a Web-based GoArmyEd account to process TA invoices for Soldiers using TA at their school and to record Soldiers' grades for TA-funded classes.

# School's Responsibilities

## LOI

- Develop interface files with GoArmyEd through Secure File Transfer Protocol (SFTP) and use the interfaces to upload and maintain their schedules of classes, which are searchable by Soldiers through GoArmyEd;
- Process all class registrations and drops through a nightly file sent through GoArmyEd;
- Process Soldier grades and TA invoices through the GoArmyEd Web site or through the interface file;  
and
- Work with [SOC](#) to set up electronic degree plan templates with GoArmyEd that help to advise Soldiers on which classes they need to take to advance them toward their chosen degrees

## NON-LOI

- Create and view their own helpdesk cases;
- View student records at their own schools;
- View communications and announcements from the Army;
- View training documents about GoArmyEd and TA; and
- Reject a Soldier's Tuition Assistance Request Form in GoArmyEd.





# Student Management

Common to All

# Student Management

- Grades:
  - Due two-weeks after the last date of class
  - Incompletes (IC); 120 days to enter grade
  - WFs and Fs; Student pays
    - ICs not completed within 120 days, Soldier pays
  - Ws\* By exceptions
    - Military Withdrawals: Must get approval from the Education Center or Unit Education Officer
    - Must be unexpected, i.e. if it was on the training schedule or Soldier knew they were going to be attending an Army school, not considered unexpected
- Degree Plans:
  - After six (6) credit hours, Soldier must have degree plan on file in GoArmyEd in order to register for subsequent classes
    - NON-LOI must submit during initial registration
- SOU: Updated Annually from the date signed from their Commander

# Student Management (2 of 3)

- Enrollment of Classes or Registering for Classes
  - Can not register for classes in GoArmyEd until 60 days out from first day of class
  - Must be in both School classes and GoArmyEd Portal
- Graduation Reporting
  - School must report through Student Management
  - GoArmy will place the Soldier on hold
  - Soldier must clear the hold with GoArmy
    - Soldier must submit New Degree Plan

# Student Management (3 of 3)

**Student Management**

To search for a student, the following options are available. Enter 1) Last Name; 2) Full Social Security Number; 3) Last Name and last 4 digits of the Social Security Number.

Last Name:

Social Security Number:  ?

**Retrieve Student Record** ?

Advanced Search

Rank	Name	SSN	More
SPC			⚙️
MSG			⚙️
2LT			⚙️
SPC			⚙️
SFC			⚙️
SGT			⚙️
PV1			⚙️
SPC			⚙️
SPC			⚙️
PFC			⚙️

**College User Administration**

- [Add/Update College Users](#)
- [Edit Users in POC Manage](#)

**College Web Page Administration**


- [Create/Edit School Pages](#)
- [View School Pages](#)

**Grade 7 Administration**

- [In-State Residency](#)
- [Registrations Rejections](#)
- [Registration Rejection Exc](#)
- [Reference Documents](#) ?
- [Responsibility Matrix/CoAr](#)

SPC [REDACTED]

- Create Contact Sheet
- Create Helpdesk Case
- Student Record



Make this tab your default. Your current tab preference is All.

**Student Information**

Account Created : 9/27/2003  
 Account Approved for TA : 9/27/2007  
 Initial TA SOU Date : 9/27/2007  
 Last TA SOU Date : 12/12/2012  
 TA SOU Due Date : 9/27/2013  
 Quick Start Training Completed? No  
 Last Login Date : 1/7/2013

**Status Information**

Military Personnel Code : O - Commissioned Officer  
 Total Army Component Code \* : A - Active Army  
 Army Record Status : G - Active - Assigned to Active Component  
 Control Group Code \* : 1 - Active Army  
 Active Duty Program Status Code \* : Not Available  
 TA Separation Status : Not Available

**Education Center Mapping**

Servicing Education Center : Fort Benning Education Center

**Assignment Information**

Zip Code \* : 31905  
 Unit \* : 199TH 11 IN 1 BN CO C STO  
 UIC \* : W2L56B  
 Army Location \* : FT BENNING

**Attachment Information**

Zip Code \* : Not Available  
 Unit \* : Not Available  
 UIC \* : Not Available  
 Army Location \* : Not Available

**Deployment Information**

Deployment Date \* : 1/1/2006  
 Deployment Return Date \* : 9/4/2006  
 Deployment Country Code \* : WW

**Contact Information**

Address : [REDACTED]

Alternate Phone(s) : [REDACTED]

DSN Phone : Not Available

*GoArmyEd communications will be sent to the Preferred Email account*

AKO Email \* : [REDACTED]@us.army.mil

Alternate Email : Not Available

Preferred Email : [REDACTED]@us.army.mil

**eArmyU Participation Agreement Information**

Initial Participation Agreement (PA) Type & Effective Date : Traditional eCourse - 9/27/2007

Current Participation Agreement (PA) Type & Effective Date : Traditional eCourse - 9/27/2007

Commander Signature Date (CSD) : Not Available

Internet Service Provider (ISP) Status & Effective Date : Not Available - Not Available

Internet Service Provider (ISP) Override? : Not Available

**Army Service Information**

Military Occupational Specialty (MOS) \* : 13A - FIELD ARTILLERY, GENERAL

Pay Entry Basic Date (PEBD) \* : 7/23/1997 - 15 year(s) 7 month(s) 15 day(s)

Permanent Change of Status (PCS) Date \* : 2/21/2013

Date Eligible to Return from Overseas (DEROS) \* : Not Available

Mandatory Removal Date \* : Not Available

**Active Service Information**

Retention Action Taken : Not Available

Basic Active Service Date (BASD) \* : 7/23/1997

Date of Separation -or- Mobilization End Date \* : Indefinite

Service Remaining Requirement Date : Not Available

Financial Obligation Date for TA Used (ADSO) : 8/4/2013

Advanced Individual Training Date (AIT)/ Initial Active Duty Training Date (IADT) \* : Not Available

**Reserve Service Information**

Mobility History : Not Available

Military Training History : Not Available

Initial Active Duty Training : Not Available

**MGIB Information**

MGIB Kicker Amount \* : [REDACTED] Not Available

MGIB Benefit Recoupment \* : Not Available

MGIB Eligibility Start Date \* : Not Available

MGIB Eligibility End Date \* : Not Available

MGIB Reserve Eligibility Status \* : Not Available

Refresh

 Make this tab your default. Your current tab preference is All.

Note: To print the DA Form 669, select the 'X' tab and select the 'View/Print Student Record DA Form 669' button.

Personal Educational Support Summary eFile All

## Student Information

Name : SPC [REDACTED]  
 User Type : Active - TA Eligible Role  
 SSN : [REDACTED]  
 Student Agreement Reviewed? : Yes  
 (Student Agreement Submitted in eFile)  
 Currently Enrolled in a Course? : Yes

## Educational Information

Civilian Education Level : L - High School Diploma  
 Certificate Application Submitted? : Yes  
 Certificate Application Submitted Date : 9/30/2010  
 Army TA GPS : 1,75  
 On Hold? : No

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

eArmy/ Degree Plan? : No  
 Home College : Columbus State University  
 Degree Plan : BS in Criminal Justice (BS-CJ)<sup>2</sup>  
 Degree Subplan : Not Available  
 Degree Name : Not Available  
 Applicant Status : Active in Program  
 State of Residency : Texas  
 Program Community : Criminal Justice/Security  
 Expected Graduation Term : Not Currently Projected

## Current Postsecondary Course Information

Course	Course Description	College	Enroll Date	Start Date	End Date	# of SH	Fund Type	Last Day to Drop with Full Refund
MSAL4429	Military Physical Fitness Tech	Columbus State Univ	1/25/2012	1/9/2012	4/30/2012	1	TA	1/8/2012
MSAL1299	Military Lead & Develop	Columbus State Univ	1/26/2012	1/9/2012	4/30/2012	1	TA	1/8/2012
PSYCL103	Intro to General Psychology	Columbus State Univ	1/25/2012	1/9/2012	4/30/2012	3	TA	1/8/2012
ENGL1105	English Composition	Columbus State Univ	1/25/2012	1/9/2012	4/30/2012	3	TA	1/8/2012

## Previous Postsecondary Course Information

Course	Course Description	College	Enroll Date	Start Date	End Date	# of SH	Fund Type	Instruction Mode	Grade
CNR205	Rape and Sexual Violence	American Military Univ	10/27/2010	12/6/2010	1/30/2011	3	TA	DL - Online	C-
COLL100	Foundations of Online Learning	American Military Univ	10/27/2010	12/6/2010	1/30/2011	3	TA	DL - Online	C-
CJSA1348	Ethics in Criminal Justice	Central Texas College	6/8/2008	6/9/2008	7/30/2008	3	TA	Classroom On-Post	F
CJSA1322	Intro to Criminal Justice	Central Texas College	3/19/2008	3/31/2008	5/21/2008	3	TA	Classroom On-Post	B

## Army Tuition Assistance Information

Total Semester Hours Completed : Not Available  
 Total Semester Hours in Progress / Ungraded : Not Available  
 DoD Tuition Assistance Exemptive Status : You are subject to both the annual tuition ceiling AND the semester hour cap  
 Current Year Tuition Assistance Spent : \$2,472.00  
 Current Year Tuition Assistance Available : \$2,628.00  
 Program Recoupment : Not Available  
 Course Recoupment : Not Available

Note: To print the DA Form 669, select the 'All' tab and select the 'View/Print Student Record DA Form 669' button.

Personnel Educational Helpdesk Cases CTS Notes eFile All

Make this tab your default. Your current tab preference is All.

### Helpdesk Cases

#### Closed Case(s)

The Customer Service Network's quality pledge is to provide Soldiers with support that is Complete, Consistent, Correct and Customer Oriented everytime. Customer satisfaction with a case is indicated by a 😊 for satisfied, 😞 for unsatisfied, and 😐 for neutral when a customer has completed a survey for a case. If the customer has been unsatisfied with prior cases, please provide extra care on future cases.

Display Closed Cases

[Printer Friendly](#) [Expand All](#) [Collapse All](#)

	Case Category	Case Number	Date Opened	Last Updated	
	ACES Support	1832862	03/16/2011	03/16/2011	<a href="#">Add Notes</a>
	Technical Issue	1239512	01/12/2009	01/12/2009	<a href="#">Add Notes</a>
	ACES Support	1091145	05/26/2008	05/29/2008	<a href="#">Add Notes</a>
	Technical Issue	935313	09/27/2007	09/27/2007	<a href="#">Add Notes</a>

Have a new question for the GoArmyEd Helpdesk?

[Create New Helpdesk Case](#)



Note: To print the DA Form 669, select the 'All' tab and select the 'View/Print Student Record DA Form 669' button.

- Personnel
- Educational
- Helpdesk Cases
- CTS Notes
- eFile
- All

Make this tab your default. Your current tab preference is All.

CTS Notes


[Create New Student Contact Sheet](#)

Display Filter

Expand to Display Filter (Show Filter...)

Communications identified with the flag \*[Pending] means that the email has been queued for distribution but has not been sent out yet. It may take up to 2 hours before the email is sent to the student. This flag will be removed once the email has successfully been sent.

[Printer Friendly](#) [Expand All](#) [Collapse All](#)

[Communications Tracking Summary Help](#) 

You are viewing all contact notes from the past year. Use the display filter above to view more contact notes.

	Contact Category	Contact Subcategory	Contact Type	Contact Date	Contacted By
<input checked="" type="checkbox"/>	Course Enrollment	Other	Email	03/05/2013	Kathleen Harr
<input checked="" type="checkbox"/>	Course Enrollment	Dropped TA Course - Prior to Incurring Cost	Email	12/18/2012	System
<input checked="" type="checkbox"/>	Course Enrollment	Dropped TA Course - Prior to Incurring Cost	Email	12/18/2012	System
<input checked="" type="checkbox"/>	Course Enrollment	Class Enrollment Registration (TA)	Email	12/13/2012	System
<input checked="" type="checkbox"/>	Course Enrollment	Class Enrollment Registration (TA)	Email	12/13/2012	System
<input checked="" type="checkbox"/>	Hold Removal	Statement of Understanding - Annual	Email	12/13/2012	System
<input checked="" type="checkbox"/>	Student Record	eFile Upload to Soldier's Student Record	Email	12/12/2012	Alyssa Omer
<input checked="" type="checkbox"/>	Technology	Password Reset	Email	12/12/2012	Christopher Frost
<input checked="" type="checkbox"/>	Technology	Password Reset	Email	12/12/2012	Christopher Frost
<input checked="" type="checkbox"/>	Student Advising	Other	Email	12/07/2012	System
<input checked="" type="checkbox"/>	Other	Other	Email	09/21/2012	Caryn Buddie
<input checked="" type="checkbox"/>	Student Advising	Other	Email	09/14/2012	Caryn Buddie
<input checked="" type="checkbox"/>	Statement of Understanding	30 Day Warning	Email	08/29/2012	System
<input checked="" type="checkbox"/>	Statement of Understanding	60 Day Warning	Email	07/30/2012	System





Note: To print the DA Form 669, select the 'All' tab and select the 'View/Print Student Record DA Form 669' button.

- Personnel
- Educational
- Helpdesk Cases
- CTS Notes
- eFile
- All

Make this tab your default. Your current tab preference is All.

**Existing eFiles:**

Select an eFile in the first column. Use the buttons below the list to download, update, view history for, or delete the selected document.

Select	File Type	Title	Description	Transaction Type	Date	Created by User	Created by Role	Last Updated by User	Last Updated by Role
<input type="radio"/>		SOU	ANNUAL	Tuition Assistance Statement of Understanding	12/12/2012 9:56:48 AM	Alyssa Omer	ACES	Alyssa Omer	ACES
<input type="radio"/>		Degree Plan	Documented Degree Plan	SOCAD Student Agreement / Documented Degree Plan	3/16/2011 11:56:31 AM	Marcella Rhodes	College	Marcella Rhodes	College
<input type="radio"/>		SOU	SOU	Tuition Assistance Statement of Understanding	11/23/2010 1:09:13 PM	Martha Lyles	ACES	Martha Lyles	ACES
<input type="radio"/>		FROST	SOU	Tuition Assistance Statement of Understanding	1/5/2009 3:40:36 PM	Brittany Davis	ACES	Brittany Davis	ACES

1

Page 1 of 1

- Download File
- Upload New Version
- View History
- Delete

**Upload eFile**

All fields marked with an asterisk (\*) are required.

\*Title:

\*Description:

\*Transaction Type:

\*Select a file to upload:

Note: File size is limited to 4096KB. Please zip the file if it exceeds 4096KB. Upload time will vary depending on the connection speed.

- Upload File
- Cancel


## Helpdesk Information

Retrieve Helpdesk Cases.

Case Number:

Retrieve Case Details



- [View CRM Case Queue](#)
- [View My Case\(s\)](#)
- [Create/Track Helpdesk Cases](#) 

The Due (Days) column indicates the number of days that a case is past due for resolution and the Priority column indicates the case priority. Cases that are marked as past due for resolution and/or high priority should be given immediate attention. All times are EST. Cases that are marked with R have been returned with additional information that was requested by the case owner. Cases that are marked with I have been returned to a user for additional information. Select the Show Menu link to access portal menu options and return to the homepage. Select the column heading to sort the cases. Select the Printer Friendly link to open a new window and print the list of cases.

Printer Friendly 13 Case(s) Found. (Page 1 of 2) Display Closed Cases

Case #	Date Opened	Date Received in Queue	Date Assigned	Date Updated	Due (Days)	Priority	Issues Cat	Issues SubCat	Soldier's Geo Ed Center	Case Subject	View Case Desc	
1731468	11/17/2010 05:29	11/23/2010 10:20	12/02/2010 13:55	12/02/2010 14:00	-6	Low	Billing	Student Incorrectly Billed by College	AR-81st RSC Birmingham, AL, Army Reserve Education Center	Did not get paid for these classes	<a href="#">View</a>	<a href="#">Add Notes</a>
1922516	07/05/2011 16:42	07/06/2011 14:49	07/06/2011 16:11	08/19/2011 15:58	-23	Low	Class Enrollment	How to Enroll in Class	AR-81st RSC Birmingham, AL, Army Reserve Education Center	Registering for classes	<a href="#">View</a>	<a href="#">Add Notes</a>
1929031	07/12/2011 10:53	07/12/2011 11:13	08/19/2011 16:24	08/19/2011 16:25	-36	Low	Catalog / Term Schedule	Course/Class Data	AR-81st RSC Birmingham, AL, Army Reserve Education Center	Courses not Found in GoArmyEd	<a href="#">View</a>	<a href="#">Add Notes</a>
1933725	07/15/2011 13:42	07/15/2011 13:42	08/23/2011 10:45	08/23/2011 10:46	-17	High	Class Enrollment	Class Rejection	Fort Benning	Class is currently student funded - need rejection	<a href="#">View</a>	<a href="#">Add Notes</a>
1961808	08/08/2011 14:45	08/09/2011 09:15	08/18/2011 11:36	08/19/2011 16:26	-6	High	ACES Support	Hold Exceptions	Fort Benning	Hold Exception Request	<a href="#">View</a>	<a href="#">Add Notes</a>
1978128	08/18/2011 09:53	08/18/2011 10:57	08/18/2011 11:39	08/19/2011 15:58	1	Low	College Inquiry	Student Feedback	AR-63rd RSC East, North Little Rock, AR, Army Reserve Education Center	Tuition Assistance	<a href="#">View</a>	<a href="#">Add Notes</a>
2035352	10/03/2011 15:43	10/03/2011 23:04	10/05/2011 08:36	10/17/2011 08:36	-8	Low	College Inquiry	Student Feedback	Fort Stewart	Course Advisement	<a href="#">View</a>	<a href="#">Add Notes</a>
2083904	11/11/2011 12:06	11/11/2011 13:20	11/18/2011 10:29	11/18/2011 10:30	-3	Low	College Inquiry	PS - Student Record	Fort Bragg	Remove Classes Needed	<a href="#">View</a>	<a href="#">Add Notes</a>
2128712	12/13/2011 16:50	12/13/2011 16:50	12/14/2011 08:48	12/14/2011 08:48	3	Low	Grade	Grade Change	AR-88th RSC East, Fort Snelling, MN, Army Reserve Education Center	Grade Change	<a href="#">View</a>	<a href="#">Add Notes</a>
2174064	01/06/2012 20:44	01/11/2012 20:03	01/12/2012 08:11	01/25/2012 09:20	-11	Low	College Inquiry	Enrollment FTP/Policy	Fort Benning	College Inquiry	<a href="#">View</a>	<a href="#">Add Notes</a>

1 2

**Case #** 1731468  
**Case Description** OCONUS: Yes  
 Contact Type: Phone  
 Username: mches010  
 Case Type: Bill from College  
 Is this case related to a class that you are enrolled in or dropped?: YES  
 Course(s) Information: Course: ECON2105 Description: Principles of Macroeconomics 87053 Term: 0380 Start Dt: 6/14/2010 12:00:00 AM End Dt: 8/6/2010 12:00:00 AM Institution Name: Columbus State Univ Class Type: TA Co  
 0380 Start Dt: 6/14/2010 12:00:00 AM End Dt: 8/6/2010 12:00:00 AM Institution Name: Columbus State Univ Class Type: TA  
 Description of the problem: I paid for my summer class out of pocket and never got paid by TA for the courses.

Date	Action Taken By	Installation/Institution	Email Address	Issues Category	Issues Subcategory	Description
12/2/2010 2:00:10 PM	mrld007	Columbus State University	ridley_mark@columbusstate.edu	Billing	Student Incorrectly Billed by College	Close Case: Ms Maxwell e-mail student funds have posted to his account and his balance is now zero
12/2/2010 1:55:42 PM	mrld007	Columbus State University	ridley_mark@columbusstate.edu	Billing	Student Incorrectly Billed by College	LOI user took the case
11/23/2010 10:20:34 AM	mrhod017	Columbus State University	rhodes_marcella@colstate.edu	Billing	Student Incorrectly Billed by College	LOI user checked-in the case
11/23/2010 10:19:49 AM	mrhod017	Columbus State University	rhodes_marcella@colstate.edu	Billing	Student Incorrectly Billed by College	Add Note: SSG Chestnut, you will need to discuss this issue with the Bursar's Office, Beate Maxwell, D
11/23/2010 10:17:57 AM	mrhod017	Columbus State University	rhodes_marcella@colstate.edu	Billing	Student Incorrectly Billed by College	LOI user took the case
11/23/2010 10:11:32 AM	mrhod017	Columbus State University	rhodes_marcella@colstate.edu	Billing	Student Incorrectly Billed by College	LOI user checked-in the case
11/23/2010 9:54:02 AM	mrhod017	Columbus State University	rhodes_marcella@colstate.edu	Billing	Student Incorrectly Billed by College	LOI user took the case



# Non-LOI

## Student Management

# Non-LOI School

**GoArmyEd**

Welcome back, Michelle Ortiz.

Helpdesk Logout Search

**Student Management**

To search for a student, the following options are available. Enter 1) Last Name; 2) Full Social Security Number; 3) Last Name and last 4 digits of the Social Security Number.

Last Name:

Social Security Number:

[Retrieve Student Record](#)

**Advanced Search**

Rank	Name	SSN	More
SPC	Bordenon, Daniel	-2083	
SPC	Bailey, Heather	-4066	
SSG	Bloodworth, Ronald	-9656	
SSG	Smith, Jeffrey	-1320	

**Message Center**

GoArmyEd Scheduled Downtime - Saturday, 16 March from 2:00 p.m. to 8:00 p.m., Eastern Time [View...](#)

**School Resources**

- [Manage Grades...](#)
- [TA Request Queue](#)
- [Training](#)

**Helpdesk Information**

- [Create/Track Helpdesk Cases](#)

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[GoArmyEd on Facebook](#)

Like 1.4k

# Non-LOI Grade Management

**GoArmyEd**

[Home](#)

[Add to Favorites](#)

## 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:

EmplID	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
0723550	-2012	Alexander	Clyde	Narcotics/Dangerous Drugs	CRJ	178	01/10/2013	03/06/2013				0.00	
.....	....	..	..	.....	.....	....	.....	.....				...	

# Non-LOI Enrollment Management

## Request TA

To search for an existing TA request, enter search criteria and press the 'Search' button.

EmpID:

School:  Chatahoochee Valley Community College\*\*

Subject Code:

Catalog Nbr:

Start Date:

Class Title:

Geo Ed Center:

Submit Date:

Fiscal Year:

Soldier Status:

Class Status:

Approval Date:

Sort Order:

Name	Geo Ed Center	School	School Name	Subject	Catalog	Start Date	Status	Title	Submit Date	Fiscal Year	Soldier Status	Approval Date
Alexander, Clyde Jason	Fort Benning Education Center	CVCC	Chatahoochee Valley Community College**	CRJ	218	08/20/2012	Approved	POLICE ORGANIZATION & ADMINIST	06/26/2012	EY12	Active	06/27/2012



# Soldier Requirements

Common to All

# Soldier Setting Up Their Account

[www.goarmyed.com](http://www.goarmyed.com)

Welcome to GoArmyEd! Helpdesk

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**Welcome to GoArmyEd**

**Register with GoArmyEd**

**GoArmyEd Log In**

**Registered Users Log In**  
User Name:   
Password:   
  
[Forgot your user name and/or password?](#)  
[Pop-up blocker help](#)  
[Need to Register/Activate your account in GoArmyEd?](#)

**Home**  
Tuition Assistance (TA) Policies  
Education Centers  
 Earn a Degree or Credential  
 Programs and Services  
 Money for College  
 GoArmyEd  
 College of the American Soldier  
School Account Request for Up Front TA  
 Help

**News And Announcements**

**VENIS:**  
OSD is currently working on developing the VENIS system. It will be accessible once the system is live... [View](#)

**“[I] could continue working on courses while deployed.”**  
- Staff Sergeant Fort Lewis, Washington

**NEW USER** **NEW SCHOOL**

**About ACES**  
GoArmyEd is the gateway to all Army Continuing Education System (ACES) programs and services.  
[Learn About ACES](#)

**About GoArmyEd**  
GoArmyEd is the virtual gateway for all eligible Active Duty, National Guard and Army Reserve Soldiers to request Tuition Assistance (TA) online, anytime, anywhere for classroom and distance learning. It allows Soldiers to manage their education records including college classes, testing, on-duty classes and Army Education Counselor support. Beginning Summer 2013, Army Civilians will also use GoArmyEd to apply for their Civilian education, training, and leader development events.  
[Learn About GoArmyEd](#)  
[View GoArmyEd Video](#)

# TA Policies Affecting the Soldier

## Tuition Assistance (TA) Policies

### Tuition Assistance Overview/Eligibility

The Tuition Assistance (TA) program provides financial assistance for voluntary off-duty education programs in support of a Soldier's professional and personal self-development goals. TA is available for courses that are offered in the classroom or by distance learning. The courses must be offered by schools that are registered in GoArmyEd and are accredited by [accrediting agencies](#) that are recognized by the U.S. Department of Education.

In addition to degree programs, TA is available to Soldiers to complete a high school diploma and to complete certificate programs. However, TA will not be approved to complete credentials at the same or a lower educational level. TA is not authorized for programs beyond a master's degree.

All eligible Soldiers will request TA through GoArmyEd.

By law, officers who use TA incur a service obligation. Active Duty officers incur an Active Duty Service Obligation (ADSO) of two years and Reserve Component officers incur a Reserve Duty Service Obligation (RDSO) of four years. The ADSO/RDSO is calculated from the date of completion of the last course for which TA was used.

Non-Army servicemembers must obtain TA through their branch of Service. This policy has been mutually agreed upon by all Services.

Further details on the provisions of TA are found in [AR 621-5](#).

### Tuition Assistance Rates/Fees

The Department of Defense (DoD) has directed a uniform TA fiscal policy across the military services. Per semester hour cap is \$250 and the fiscal year ceiling is \$4,500. The Army will pay 100 percent of the tuition and authorized fees charged by a school up to the established per semester hour cap and fiscal year ceiling.

Authorized fees covered by TA are mandatory fees that are associated with an individual course enrollment. Non-refundable fees and fees that are not linked to individual course enrollments (e.g., application fees, graduation fees) are not covered by TA.

### New Students Create GoArmyEd Account

All TA for Active Duty, USAR, and ARNG Soldiers must be requested through GoArmyEd. [Click here to start.](#)

### Tuition Assistance Procedures

1. Soldiers must request TA through [www.GoArmyEd.com](#) prior to the course start date or before the school's late registration period.
2. TA is requested on a course-by-course basis.
3. GoArmyEd will notify the Soldier whether the TA is approved or not. If the TA request is not approved, GoArmyEd will advise the Soldier of the reason and next steps.
4. All drops/withdrawals must take place through GoArmyEd. Soldiers who do not successfully complete a class will be required to repay the TA. Soldiers who are unable to successfully complete a class due to military reasons must request a *Withdrawal for Military Reasons* through GoArmyEd and complete all required steps to ensure that they will not be charged.
5. If the Soldier wishes to take a class with a school that does not participate in the electronic GoArmyEd class schedule, a TA Request Authorization form must be completed in GoArmyEd. The TA Request Authorization will be routed to an Army Education Counselor to be reviewed and approved. Soldiers should allow extra time for this. *If the TA Request Authorization is approved, the Soldier will be notified by email. Soldiers must print the approved TA Request Authorization form in GoArmyEd, provide it to the school and enroll directly with the school.*
6. Soldiers must submit a signed TA Statement of Understanding (TA SOU) each year. Soldiers in the rank of E7 or above do not need their commander's signature. However, by signing this document they agree to the terms of this TA SOU. Soldiers in the rank of E6 or below must have their commander's signature. GoArmyEd will send a notice to students 90 days before the due date.

Further details regarding TA procedures are outlined in [GoArmyEd Training](#).

# Soldier's Responsibilities

- Have a GoArmyEd Account
- Be enrolled at your School
  - ▣ LOI or Non-LOI
- Enrolled in School Courses via GoArmyEd portal
  - ▣ LOI or Non-LOI
- Or Paperwork submitted to University (NON-LOI)
- Update Statement of Understanding (SOU) every year
- Maintain 2.0 GPA
- Not be FLAGGED

# LOI Enrollment

## Step 7

**GoArmyEd**

Welcome back, CPT La Vega De.

[Helpdesk](#) [Logout](#)

### Smart Links

[Request TA...](#)

[Withdraw from a Class...](#)

[On-Duty Courses...](#)

[Recoupment-Information...](#)

[My Education Record](#)

[Student Agreement/Degree Progress Reports](#)

[Training](#)

[Other Links](#)

### My Smart Links [\[Edit\]](#)

You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

[My Education Center](#)

[Schools and Programs](#)

[GI Bill](#)

### Help Desk Resources

- [View GoArmyEd Introductory Slides](#)
- [Launch Quick Start Training](#)
- [View Reference Documents](#)
- [Test Schedule](#)
- [Create a Helpdesk Case](#)
- [Track Helpdesk Case\(s\)](#)

### System Status

**GoArmyEd Scheduled Downtime - Saturday, 14 April 2012 from 8:00 a.m. to 2:00 p.m.**  
Time  
GoArmyEd scheduled downtime will be from 8:00 a.m. to 2:00 p.m. Easter... [View](#)

### Tip of the Day

After Signing in to GoArmyEd  
Click on the Request TA button

You will be taken to a search page to find your classes!

# LOI cont. (1 of 6)

## Step 8

When searching for your classes  
The least information works the  
Best.

1. Choose Columbus State University as the school
2. By default, the start dates appear. Click in the box and delete both dates.

The screenshot shows the GoArmyEd website interface. At the top, the URL is [https://sa.goarmyed.com/psp/saprod/EMPLOYEE/HRMS/c/SA\\_LEARNER\\_SERVICES.SSR\\_SSENRL\\_CART](https://sa.goarmyed.com/psp/saprod/EMPLOYEE/HRMS/c/SA_LEARNER_SERVICES.SSR_SSENRL_CART). Below the navigation bar, the user's name "William Cordell" is displayed. There are three main tabs: "Search", "Enroll", and "My Academics". Under "Search", there is a sub-tab "my class schedule". Under "Enroll", there is a sub-tab "add". Under "My Academics", there is a sub-tab "drop". Below these tabs, the "Add Classes" section is active, showing a step indicator "1. Select classes to add". A yellow warning box states: "The ADSO will be calculated from the end date of the last course for which Tuition Assistance is used. By proceeding with this enrollment request, I accept the two (2) year Active Duty Service Obligation." Below the warning, a message reads: "The system has pre-populated your home school. If you would like to take a class from a different school, select the magnifying glass icon to search for the school. Select additional search criteria to narrow your search results and select Next." The search form includes fields for: \*School: Columbus State University (with a magnifying glass icon); Subject: (empty, with an example "BIO" and a magnifying glass icon); Catalog Number: (empty, with an example "101"); Start Date Between: 07/24/2012 and 08/23/2012 (with a magnifying glass icon and a note "(MM/DD/YYYY)"); GoArmyEd Class Number: (empty, with an example "1136"). A yellow "Next" button is located below the form. At the bottom, there is a link for "Advanced Search" and a link for "View Historical TA Request Authorization Forms". The footer shows "Jul - Sep 2012 Class Schedule" and a legend for "Enrolled" (green checkmark) and "Dropped" (blue X).

# Non-LOI Enrollment

Student Record (DA Form 669 - Army Continuing Education System Record)


Refresh ?

**Basic Information**

Name * :	SSG John Smith	Home School :	Chattahoochee Valley Community (CVCC)
SSN * :	-2083	TA Funding Status :	Active Army
Date Of Birth * :	01/02/1989	User ID :	17845892
Username :	Jsmith1234	Degree Plan :	External Degree Plan
User Type :	Active - TA Eligible	Servicing Education Center :	Fort Benning Education Center
PA Type :	Traditional eCourse	Primary Phone :	(706) 123-4567

Note: To print the DA Form 669, select the 'All' tab and select the 'View/Print Student Record DA Form 669' button.

Personnel Educational Helpdesk Cases CTS Notes eFile All



5. Complete required fields and upload all required documentation (Cost Verification and Degree Plan).

Note: To print the DA Form 669, select the 'All' tab and select the 'View/Print Student Record DA Form 669' button.

Personnel Educational Helpdesk Cases CTS Notes eFile All

**Upload eFile**


All fields marked with an asterisk (\*) are required.

\*Title: \_\_\_\_\_

\*Description: \_\_\_\_\_

\*Transaction Type: \_\_\_\_\_

\*Select a file to upload:



# Non-LOI cont.

**Class Information**

**Subject:** CRJ      *EX: HIST*      **Start Date:** 08/20/2012      **Fiscal Year:** FY12  
**Catalog Nbr:** 216      *EX: 225*      **End Date:** 12/17/2012      **Control Number:** ALE  
**Class Title:** POLICE ORGANIZATION & ADMINIST  
**Instruction Mode:** Classroom Off-Post      [Degree Plan](#)

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**Classroom Information**

**Start Time:** 6:00PM      **End Time:** 9:00PM  
 Monday     Tuesday     Wednesday     Thursday     Friday     Saturday     Sunday

**Class Cost Verification**

Title	Description	Last Updated By	Last Update Date/Time
<a href="#">Fall Schedule/cost verification</a>	CRJ216-Fall 2012 Schedule, cost verifi. and course enroll		08/20/2012 1:42:43PM

Title:

Description:

Enter a Title and Description and select 'Add Attachment' to upload cost and/or course enrollment verification documents. File size is limited to 4096 KB. Reduce the file size or zip the file.

If you are having trouble opening an attached document when using Internet Explorer 8, hold the CTRL button down as you select the document link or read the Recommended Browser Settings for IE8 under the Help Resource/General Technology Support pages. This will guide you in updating your computer's security settings to enable the download of documents.

**Class Cost**

Select the Unit Type your school uses (semester hours, quarter hours, or clock hours). Enter Unit and Unit Cost and select the calculate cost button. To view the calculation formula select the 'Y'.

Unit Type	Unit	Unit Cost	SH	SH Cost
Semester Hour	3.00	\$107.00	3.00	\$107.00
		<b>Additional TA-eligible Fees</b>		<b>Additional Soldier Fees</b>
		\$0.00		\$93.00
<b>Total Class Cost</b>	<b>Original Army Cost</b>	<b>Original Soldier Cost</b>		
\$414.00	\$222.00	\$192.00		
<input type="checkbox"/> I intend to use State/Outside Funding <input type="checkbox"/> I intend to use Chapter 33 (Post 9/11)				

The fields below are for any external funds that Soldiers receive outside of Federal Tuition Assistance. An example may be state or VA benefits.

State TA Funding	Outside Funding	Chapter 33 (Post 9/11)
\$0.00	\$0.00	\$0.00



# FAQ

1. Why is my account on Hold?
  - ▣ GPA
  - ▣ SOU not updated
  - ▣ FLAG
  - ▣ Degree Plan not uploaded or updated
2. Why do I have to pay for my classes?
  - ▣ Exceeded \$250 for the semester or \$4,500 for the FY
  - ▣ Or See # 1
  - ▣ Course not in your degree plan
3. I have five classes. I can not register for my last class?
  - ▣ Soldier can not take more than 12 hours without an override from the GoArmyEd Counselor. Must have Unit Commander approval to get override.
4. I can not register for my classes?
  - ▣ More than 60 days out from start of class
5. Class not in GoArmyEd
  - ▣ See #4
  - ▣ Class was added after inputted to the system. Must manually build class.
6. I need to drop this class.
  - ▣ Are you authorized for military withdrawal?
    - If so, school drops (rejects) the Soldier from the class.
    - If not, Soldier drops class
      - Prior to or during Drop/Add Soldier does not pay and gets a refund
      - After Drop/Add, Soldier pays

# FAQs

7. Will GoArmyEd pay for, Remedial classes, Learning Support, Developmental, Prerequisite...?
  - ▣ Yes, as long as it is a prerequisite or entrance requirement
8. Will GoArmyEd pay for repeat classes? No.
9. What fees does GoArmyEd pay?
  - ▣ Lab fees
  - ▣ Course fees
10. What fees will GoArmyEd not pay?
  - ▣ Parking
  - ▣ Access
  - ▣ Health
  - ▣ Activity
  - ▣ Institutional
  - ▣ One time fees
11. Does this mean that I can not charge the Soldier these fees?
  - ▣ No. It means that the Soldier will have to pay out of pocket and you must expose the fees.
12. Can we exceed the \$250 tuition and fees rate?
  - ▣ Yes. See # 11.

# Questions

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