COURSE PLANNER FAQs
(Course Planner webinars, 6/13/19/20 March 2014 and School FAQs)

6 Mar 14 ACES Webinar

Q1: When will GoArmyEd notify Soldiers about Course Planner? Will Soldiers be given specific instructions on how to complete Course Planner?

A: The first wave of emails commenced on Friday, 7 March. The email message provides information on how to complete Course Planner and encourages the use of training videos and step-by-step instructions now available in GoArmyEd.

Q2: How will the Course Planner assist Soldiers? Aren't Army Education Counselors, school advisors, and registrars supposed to ensure soldiers are progressing towards graduation?

A: Currently, Army Education Counselors are required to manually validate each non-LOI TA Request against a Soldier’s eFile degree plan. Course Planner automates these checks and speeds approval of TA Requests.

Q3: Is GoArmyEd going to place a hold on all Soldiers’ accounts on 29 March pending submission and approval of a Course Planner?

A: Soldiers will not receive holds on their accounts. However, Soldiers will not be able to request TA until they have uploaded a degree plan to their Course Planners, submitted their Course Planners for approval, and received approval from an Army Education Counselor or a school with approving authority.

Q4: Do Soldiers have to upload new degree plans to Course Planner or can they use the ones already in eFile?

A: If a Soldier has a Student Agreement (SA)/Document Degree Plan (DPP) in eFile, GoArmyEd will automatically upload the most recent Student Agreement/Documented with the “SOCAD Student Agreement/Documents Degree Plan” transaction type in the Soldier’s Course Planner. Note: Army Education Counselors can also upload a Soldier’s degree plan to the Course Planner but only if he Course Planner has been already created by a Soldier.

Q5: Soldiers are currently required to upload a Student Agreement/Degree Plan prior to completing 9 semester hours overall or 6 semester hours in a new degree plan. If Soldiers fail to submit the degree plans will their accounts still be placed on hold?
A. Yes, a Soldier will be placed on a hold for a missing degree plan. The SA/DPP must be approved for Soldiers required to complete a Course Planner in order for the hold be resolved. The hold will be removed within 24 hours.

Q6. Will Course Planner replace Auto Advisor?

A. Auto Advisor is available only to Soldiers in fully developed degree plans at LOI schools. Soldiers at Non-LOI schools and Soldiers in Drop-down Degree Plans or Other Degree Plans at LOI schools must use Course Planner to receive TA.

Q7. Will Army Education Counselors and schools with approving authority be able to edit a Soldier's Course Planner? Additionally, can an Army Education Counselor create a Course Planner for a Soldier who needs assistance?

A. Army Education Counselors and schools with approving authority cannot create a Course Planner for a Soldier but will be able to edit several course fields.

Q8. How will Army Education Counselors or schools with approving authority know when a Course Planner needs approval?

A. Army Education Counselors and schools with approving authority can view all the Course Planner requests pending approval by selecting the “View Course Planner Queue” link on the dashboard of their GoArmyEd homepages.

Q9. How long does an Army Education Counselor or school with approving authority have to approve a Course Planner?

A. After a Soldier submits a Course Planner for approval it will route to the Course Planner Queue. Army Education Counselors and schools with approving authority can approve Course Planners immediately by clicking on the “View Course Planner Queue” link on the dashboard of their GoArmyEd homepages. A Course Planner approval request will stay in pending status until courses listed in the Course Planner are approved or rejected.

Q10. How will a Soldier complete Course Planner if a school doesn’t upload courses to GoArmyEd?

A. If a school has not uploaded courses that a Soldier requires to GoArmyEd, the Soldier will manually enter the required course information to Course Planner. An Army Education Counselor will verify the course information before approving the Course Planner.
Q11. What is the point of dual work, like checking the Course Planner against the degree plan, if Soldiers are only "required" to add 50% of their courses to a planner?

A. Soldiers should be encouraged to add all the remaining courses to their Course Planners as that will ensure that they are able to enroll in classes for a long period of time without additional intervention. Some changes to Course Planner (i.e., different choice of electives than those originally selected) are expected down the road.

Q12. How will Army Education Counselors verify the accuracy of a Soldier’s Course Planner? For example, how will a Counselor verify the "Units Remaining to Graduate?"

A. An Army Education Counselor will verify the information in Course Planner from the degree plan that a Soldier uploads. A Counselor can reject Course Planner, or reject specific courses on the Course Planner if information is inaccurate. Counselors can also request that Soldiers upload additional information to verify the accuracy of their Course Planners.

Q13. How will Army Education Counselors prevent Soldiers from taking courses toward dual degrees if all the required courses are listed on the Course Planner?

A. An Army Education Counselor can reject a Course Planner, or reject specific courses on the Course Planner if it appears that a Soldier’s degree or course choice violates TA policy.

Q14. If a Soldier misses the TA Request deadline because a Course Planner wasn’t submitted or approved in a timely manner, will CEs still have 30 days past the start date of a class to submit non-LOI TA Requests for the Soldier?

A. This process will remain unchanged with implementation of Course Planner. More information addressing this specific issue will be provided at the later date.

Q15. Additionally, if a Soldier at a LOI school misses the TA Request deadline due to a Course Planner issue will this qualify as an ETP request?

A. Soldiers may enroll in classes 60 days prior to the start date of the class and no later than 7 days after the start date which gives Soldiers ample time to create a Course Planner. Missing the TA Request deadline will not qualify as an ETP.

Q16. Will ACES staff be able to get a copy of the Course Planner PowerPoint presentation?

A. A copy of the presentation (first five slides) is available. Select the “Army Education Counselor Communications’ link in the ACES Resources section on your homepage. Select the “View GoArmyEd Communications” link to view the Course Planner Process Overview Slides. In addition, training materials (instructional videos and step-by-step instructions)
were specifically designed to provide comprehensive information on all aspects of GoArmyEd. Training materials are also available in GoArmyEd for review and download by selecting the “Training” link in the ACES Resources section on your homepage. Select the “View Reference Documents” link to view these resources.

**13 Mar 14 ACES Webinar**

**Q1.** When will ACES notify schools about Course Planner? Will schools be given specific instructions on how to upload the data required for Course Planner?

**A.** LOI and Non-LOI schools were notified in February about Course Planner. They were given specific instructions on how to upload TA rates, courses, and classes and how to review and approve Course Planners. Since then communication with schools included conference calls, emails, and creating training materials available in GoArmyEd.

**Q2.** What is the incentive for schools to enter their tuition rates and submit the Course Planner data?

**A.** The biggest incentives are accuracy of TA request forms and significantly faster and streamlined TA approval process. Correcting errors on manually filled out TA forms is time consuming and expensive for schools. TA forms approved too late or filled out incorrectly often delay Soldier’s enrollment and create many problems for both Soldiers and schools.

**Q3.** Reviewing and approving Course Planners are voluntary for schools. Why not make it mandatory so Army Education Counselors workload will not increase significantly since they will have to build Course Planners?

**A.** Army Education Counselors will not build Course Planners; they will review and approve courses listed by Soldiers on Course Planners. This review will be done simultaneously with review and approval of Soldiers’ Student Agreement/Documented Degree Plan.

**Q4.** Will schools be allowed to log-in and participate in the upcoming Course Planner DCOs?

**A.** The DCOs are designed for Army education counselors. Schools received two rounds of emails; participated in Course Planner sessions at CCME in February and two phone conferences in March. In addition, new training materials for schools are available in GoArmyEd.

**Q5.** How will a CE verify class start date, class end date and unit cost on a Soldier’s TA Request if the Soldier’s school has not submitted class data to GoArmyEd?

**A.** If a Soldier attends a school that does not submit class data to GoArmyEd, the Soldier will be required to attach valid cost and course verification to each TA Request. CEs will verify the information on the TA Request from the attached schedule and bill.
Q6. Will the Course Planner link on the GoArmyEd dashboard provide education center-specific approval requests?

A. An Army Education Counselor will have to select their education center from the drop-down menu when using the Course Planner link for the first time. The search will default to the servicing education center upon subsequent use.

Q7. How will end of fiscal year deadlines affect TA Requests that are approved automatically using Course Planner?

A. There should be no noticeable effect of the Course Planner on the end of fiscal year deadlines.

Q8. Will Soldiers be able to add JST credits accepted by their schools to Course Planner?

A. This information is not necessary for Course Planner. Soldiers are only required to add courses that they still need to complete their degrees.

Q9. Are Soldiers required to submit new Course Planners when they change home schools? Also, will their accounts be placed on hold when they change schools?

A. Soldiers changing a degree plan but staying with their home school will edit existing Course Planner. Soldiers changing schools will need to create a new Course Planner. Both will have to be approved by an Army Education Counselor or school with approving authority.

A Soldier will be placed on hold for a missing degree plan if one has not been uploaded and approved in Course Planner after completing 9 semester hours overall or 6 semester hours in the new degree plan.

Q10. Are Soldiers required to submit all the courses mandated for their degree plans, including electives, on Course Planner to receive TA?

A. Soldiers should be encouraged to list all courses required for graduation when they first complete Course Planner, if possible, but at least 50% of remaining courses will be required. Soldiers will have to edit Course Planner if they decide to add courses or take different general education, elective or core courses than they selected initially. The edited Course Planner will have to be reviewed and re-approved by an Army Education Counselor or school with approving authority.

Q11. Will Soldiers be able to add courses that they plan to take at schools other than their home colleges to Course Planner?
A. Soldiers can add any course from any school into Course Planner. Each course on Course Planner is approved or rejected individually. Army Education Counselors should ensure that a Soldier has provided verification, such as a memo from an academic advisor, that a course from another college has been approved for transfer by the home college before approving it. If a Soldier included this course in his or her Course Planner but did not provide a memo, the Counselor may either reject the course or leave it as pending thus giving a Soldier time to submit the memo.

Q12. Will Soldiers be able to request TA for courses not listed on their degree plans or Course Planners?

A. Soldiers will not be able to request TA for courses not approved in Course Planner. Soldiers can add courses not listed on their degree plans to Course Planner however Army Education Counselors should not approve these courses without verification, such as a memo from an academic advisor, that the courses are required for degree attainment.

Q13. How long should an Army Education Counselor or school with approving authority allow a course to remain in pending status on a Course Planner if a Soldier does not provide the required information necessary to approve or reject the course?

A. Courses will remain in pending status until they are approved or rejected. GoArmyEd sends individual emails to Soldiers for each approved course and each rejected course. Emails are not sent for courses that are pending. Army Education Counselors or schools with approving authority will have to determine if they want to reject a course and have GoArmyEd notify the Soldier of the reason for the rejection via email or leave a course in pending status and notify the Soldier themselves.

Q14. Will an Army Education Counselor need to be a CE to approve courses on a Course Planner?

A. No. Army Education Counselors without the CE role can approve or reject courses on a Course Planner.

Q15. Where are the Course Planner FAQs located in GAE?

A. The Course Planner FAQs can be found by selecting the “Army Education Counselor Communications” link in the ACES Resource section on the GoArmyEd homepage or by going to https://www.goarmyed.com/docs/Course%20Planner%20FAQs%206%20Mar%20DCO%20session.pdf.
Q1. Will Soldiers be able to create a Course Planner if they have not completed one year of service after completion of Initial Entry Training (IET), graduation from Advanced Individual Training (AIT) or Basic Officer Leaders Course (BOLC)?

A. Soldiers who have not completed IET (AIT or BOLC) should be put on hold by Education Counselors until GoArmyEd implements automated holds. At this point, however, these Soldiers will be able to create a Course Planner.

Q2. Will Soldiers be able to add host country language courses to their Course Planner even though these courses are not listed on their Student Agreement/Documented Degree Plan? What if the language courses are offered at a college other than the home school?

A. Soldiers will be able to add host country language courses to their Course Planner whether the courses are listed on their Student Agreements or Documented Degree Plans or not as host country language courses are eligible for TA regardless of education level. Soldiers are also able to add courses from schools other than a home school to their Course Planners.

Q3. Will the Course Planner eliminate the need for the Student Agreements/Documented Degree Plans?

A. No. Soldiers have to upload a Student Agreement (SA)/Documented Degree Plan (DDP) to Course Planner before submitting courses in Course Planner. Army Education Counselors will verify courses in Course Planner from the SA/DDP.

Q4. Will an inaccurate entry in the number of units remaining to graduate prevent a Soldier from completing Course Planner?

A. Soldiers will receive an error message if they attempt to submit Course Planner without listing at least 50% of courses needed based on the number of units remaining to graduate entered. Soldiers will be instructed to edit the number of units or add additional courses.

Q5. Class schedules change constantly. How close to the class start date can a Soldier edit Course Planner to add a course?

A. Soldiers may enroll in classes 60 days prior to the start date of a class and no later than 7 days after the start date. Course substitutions will have to be added to Course Planner and approved by an Army Education Counselor or school with approving authority within this time frame. It will benefit Soldiers to add all required courses to their Course Planners to avoid this or similar situation.
Q6. If a Soldier has to manually enter course information into Course Planner will that data auto-populate onto a TA Request?

A. No. If a Soldier attends a school that does not submit class data to GoArmyEd, the Soldier will still be required to type the relevant class information into the TA Request and attach valid cost and course verification.

Q7. Will TA Requests that are populated by Course Planner and automatically approved go straight to invoicing?

A. No. Schools will still have to invoice on their assigned invoicing schedules.

Q8. Which schools will be reviewing and approving Course Planner? How will an Army Education Counselor know if a school has approving authority?

A. Non-LOI schools with largest Soldier enrollments were approached to review and approved Course Planners. A small eye glasses under the school name within a Soldier’s Course Planner will indicate that a school reviews/approves Course Planners.

Q9. Are there still going to be Pre-Certifying schools?

A. Yes. Schools will continue to pre-certify TA Requests that are not auto approved.

Q10. If an approving authority deletes a course on a Soldier’s Course Planner, will there be a record of this or is the course gone permanently?

A. Deleted course will be removed permanently.

Q11. If a school approves an inaccurate Course Planner that results in the rejection of an invalid TA Request or delay in TA payment for a Soldier will this qualify as an ETP reason?

A. Review of a Course Planner will consist of approval or rejection of individual courses listed by Soldiers on a Course Planner and based on their Student Agreement or a Documented Degree Plan. Soldiers will be able to enroll in classes for all courses that were approved on their Course Planners. There should be no invalid TAs or delays in TA payments. It is possible, however, that a school or a counselor will approve invalid courses in a Course Planner thus allowing Soldiers to request TA for classes that they are not eligible to use TA.

Q12. How will Soldiers enter courses needed for IPAP into Course Planner? Which college would they select to be the home school?

A. Soldiers will do exactly what they are doing now: they will either stay with their original home school and add IPAP prerequisites to their Course Planners or will select the school that offers those prerequisites as their home school.
Q13. Just to clarify, if a Soldier has recently been accepted into a Bachelor’s degree program as a freshman then the Soldier will have to submit all courses required into Course Planner. Is this correct?

A. Not exactly. Soldiers will be required to submit a minimum of 50% of the remaining credits needed for graduation. Soldiers should be encouraged, however, to submit all remaining courses into their Course Planners so the Course Planner will not have to be edited or re-approved for years to come.

Q14. Students usually do not know what electives they will take years out. Can you clarify what Soldiers should do if they decide to take an elective not listed on Course Planner?

A. Soldiers will have to edit Course Planner if they decide to add courses or take different general education, elective or core courses than they selected initially. The edited Course Planner will have to be reviewed and re-approved by an Army Education Counselor or school with approving authority. Soldiers will still have to adhere to the deadline when submitting TA Requests for substitute classes.

Q15. Can an Army Education Counselor reject a course approved by a school on a Soldier’s Course Planner?

A. If a course was approved by a school in error a Counselor should correct the mistake and reject the course.

Q16. Where can Soldiers find training and information about Course Planner?

A. Two SBSI’s, “How to use Course Planner” and “How to enroll in classes using Course Planner” are available directly on the Course Planner page. Training videos and Step-by-step training guides can also be found by selecting “View Reference Documents” link under the Training Resources section of a Soldier’s GoArmyEd homepage.
COURSE PLANNER QUESTIONS SUBMITTED BY SCHOOLS FAQS

Q1. How will schools be notified that there are Course Planners to review?
A. Army Education Counselors and schools with approving authority can view all the Course Planner requests pending approval by selecting the “View Course Planner Queue” link on the dashboard on their GoArmyEd homepages.

Q2. How long does a school have to approve a Soldier’s Course Planner?
A. There is no deadline for a school or Army Education Counselor to approve a Course Planner. NOTE: A Soldier will not be able to enroll in a class for the course they need until that course is approved on the Course Planner.

Q3. Does the Course Planner show who approved it? Is this information tracked?
A. Information on who approved the Course Planner does not appear.

Q4. If a prerequisite is not a part of a degree program, can it be approved on Course Planner if it is listed on a SOCAD Student Agreement/Documented Degree Plan?
A. Prerequisites required for degree completion can be approved on Course Planner as long as they are listed on a Soldier’s SOCAD Student Agreement/Documented Degree Plan. Prerequisite classes must be worth credit to receive TA.

Q5. Will Soldiers be able to add courses that they plan to take at schools other than their home colleges to Course Planner?
A. Soldiers can add a course from any school in Course Planner. If the Soldier’s home school is a Course Approver, the Soldier’s home school can approve or reject transfer courses. Army Education Counselors must ensure that a Soldier has provided verification, such as a memo from an academic advisor, that a course from another school has been approved for transfer by the home school before approving the course on Course Planner.

Q6. Are Soldiers required to submit new Course Planners when they change degree plans or home schools?
A. Soldiers changing a degree plan but staying with their home school will need to enter courses that apply for the new degree. Soldiers changing his/her school and degree plan will need to create a new Course Planner.

Q7. Are Soldiers required to submit all the courses mandated for their degree plans, including electives, on Course Planner to receive TA?
Q8. If a Course Planner in the queue cannot be approved or rejected because a SOCAD Student Agreement/Documented Degree Plan could not be completed due to missing transcripts, will the school be able to flag the Course Planner in some way to indicate this?

A. Soldiers will not be able to submit a Course Planner for approval without uploading a SOCAD Student Agreement/Documented Degree Plan for review and approval.

Q9. Will TA Requests previously approved for classes starting after 29 March remain valid? Is GoArmyEd going to place a hold on all Soldiers’ accounts on 29 March pending submission and approval of a Course Planner?

A. TA Requests that were approved prior to 29 March will be honored. Soldiers will not be placed on a hold while the Course Planner is being reviewed. NOTE: A Soldier will not be able to enroll in a class for the course they need until that course is approved on the Course Planner.