



Soldier's Decision Tool

(for Release 9.0 on 27 September 2015)

ACES Field Call, 6 May 2015

Note: The VIA tool is in the process of being developed therefore the final product may be somewhat different from the one presented here.



VIA-Soldier's Decision Tool

VIA Summary:

- VIA is launching in GoArmyEd on 27 September 2015
- VIA is a decision support tool that helps Soldiers research and choose a long-term civilian career goal, a degree that prepares them for their career goal and a “best fit/best value” school
- All Soldiers requesting a TA Eligible Role or requesting to change their existing school or degree will use VIA
- After completing VIA, Army Education Counselors will have final review and final approval of Soldier requests
 - Data provided by VIA will help Counselors have more personalized conversations with a Soldier when during counseling interactions and while making approval decisions



Soldiers



Counselors



Schools



**Key VIA
Stakeholders**



VIA-Soldier's Decision Tool

Making Sense of Data and Information:

- Soldiers we interviewed during the development of VIA said they mainly learn about school choices from Google (if they did research)
- But the # 1 concern during their search was whether the data was biased or unbiased

Google Best Undergraduate Colleges in Kentucky

Web News Shopping Maps Images More Search tools

About 15,800,000 results (0.56 seconds)

Top Graduate Schools 2015 - MBA Programs in Kentucky
www.campuscorner.com/Grad
3.7 ★★★★★ rating for campuscorner.com
Browse Through Our Top Programs!
Local Degree Programs · Compare Dozens Of Schools · Classes Enrolling Soon

Kentucky Colleges | Colleges in Kentucky | US News Best ...
colleges.usnews.rankingsandreviews.com > Colleges
Looking for a college in Kentucky? See a listing of Kentucky colleges and universities at US News Best Colleges. Admissions information, tuition, rankings and ...

University of Kentucky | Best College | US News
colleges.usnews.rankingsandreviews.com/best-colleges/university-of-ken...
Is University of Kentucky the best college for you? Find out at US News. See if University of Kentucky is ranked and get info on admission, tuition, student life, ...
Rankings - Graduate Programs - Photos - Ranking Indicators

Western Kentucky University | Best College | US News
colleges.usnews.rankingsandreviews.com > Colleges
Is Western Kentucky University the best college for you? Find out at US News. See if Western Kentucky University is ranked and get info on admission, tuition, ...

Top Kentucky Colleges - College Admissions - About.com
collegeapps.about.com > ... > College Profiles > Kentucky Colleges
Learn about the top 11 Kentucky colleges and universities. The list includes small, large, public and private institutions.

Top Universities in Kentucky | 2015 Reviews & Rankings
www.4icu.org > North America > United States
List of top Universities and Colleges in Kentucky by the 2015 4icu.org University Web Ranking.

Best Colleges | College Rankings | US News Education ...
www.usnews.com/best-colleges
U.S. News & World Report
Use our exclusive rankings to find the best college for you. The US News search tool will help you narrow your search to find the perfect college.

Online Colleges in Kentucky | AffordableCollegesOnline.org
www.affordablecollegesonline.org/online-colleges/kentucky/
... schools in the Bluegrass State. Explore Kentucky's accredited online degree programs. ... Top Cities in Kentucky for Higher Education. There is no doubt that ...



VIA-Soldier's Decision Tool



UNITED STATES
DEPARTMENT OF LABOR

VIA uses trusted data and makes it easy for Soldiers to use through a guided decision support process



U.S. Department of Education





VIA-Soldier's Decision Tool

The VIA menu guides users through the process and tracks progress

GoArmyEd

VIA Home 0% About You Career Goal Degree Program School Review & Submit

We want to help you find the best civilian career path suited to your current and future interests, experience and abilities, but we need you to do a few things. [More info](#)

Tell us about your career interests and values	~ 8 minutes
Tell us about your other preferences	~ 2 minutes
Pick your career goal	~ 5 minutes
Pick your degree program	~ 5 minutes
Pick your school	~ 5 minutes
Review your selections	~ 5 minutes
	~ 30 minutes

GET STARTED



VIA-Soldier's Decision Tool

Personalized recommendations and side-by-side comparisons help Soldiers consider their career, degree, and school options

Welcome, PFC Damien Smith Close Window

GoArmyEd

VIA Home About You Career Goal Degree Plan School Review & Submit

Select one or more school recommendations to review. Use "Search" to look for other options.

Your Selection: No Selection

Look for other school options... SEARCH

Select 1 to 3 items to review REVIEW SELECTIONS

We recommend these schools

	School Name	Location	Cost	Relevance
<input type="checkbox"/>	Georgia Tech		\$\$\$	
<input type="checkbox"/>	Auburn University		\$\$\$	
<input type="checkbox"/>	Beville State Community College		\$\$	
<input type="checkbox"/>	George C. Wallace College		\$\$	
<input type="checkbox"/>	Athens State Tech		\$\$	
<input type="checkbox"/>	Marion Military Institute		\$\$	
<input type="checkbox"/>	Jefferson Davis Community College		\$\$	
<input type="checkbox"/>	Lawson State College		\$	

Welcome, PFC Damien Smith Close Window

GoArmyEd

VIA Home About You Career Goal Degree Plan School Review & Submit

Select a Career Goal

Accountants

Analyze financial information and prepare financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.

MAKE MY SELECTION

Career Trajectory: 8% per year (National Job Growth Over 10 Years), 5% per year (Projected Job Growth in Virginia Over Next 10 Years), \$40,00 hourly, \$80,000 annual (National, Median Wages 2013)

Computer Network Architects

Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software.

MAKE MY SELECTION

Career Trajectory: 8% per year (National Job Growth Over 10 Years), 5% per year (Projected Job Growth in Virginia Over Next 10 Years), \$40,00 hourly, \$80,000 annual (National, Median Wages 2013)

Computer Programmers

Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

MAKE MY SELECTION

Career Trajectory: 8% per year (National Job Growth Over 10 Years), 5% per year (Projected Job Growth in Virginia Over Next 10 Years), \$40,00 hourly, \$80,000 annual (National, Median Wages 2013)



VIA-Soldier's Decision Tool



You've made some great choices and you're almost done! Before you submit your request, review all your information and then click "Submit".

[More Info](#)



1 Your Selections

Career Goal: Information Technology
Degree Program: BS in Information Technology
School: Georgia Tech

[Change Selections >](#)

3 Time Recommendations

You can take up to 4 classes at the same time

You might be able to achieve your educational goal by December 2016

5 Tips for Success

Based on your Degree Plan Selection of "Bachelor's of Science in Information Technology", there are a few things that might help you be successful in completing your degree.

1. Complete the Basic Math Skills course MAT453365U prior to starting your degree plan.
2. Consider taking lower level fundamental degree courses in your first two semesters of study.
3. Consider taking no more than 2 courses per semester in your first year of studies.

Your Career Trajectory 2



Your Available School and Study Time 4



SUBMIT

VIA shows Soldiers their selections and personalized success recommendations before they submit to an Army Education Counselor for review, discussion (as needed), and approval



VIA-Soldier's Decision Tool

For Soldiers requesting a TA Eligible Role account, a TA Eligible Role CRM Case will route to the ACES Counselor case queue

Pending Request

There are 45 TA Eligible Role requests currently pending approval. [View CRM Case Queue](#)

There are 313 Course Planner requests currently pending approval. [View Course Planner Queue...](#)



VIA-Soldier's Decision Tool

Counselors will select TA Eligible Role request cases from their queue as they do today. The case queue is not changing.

ACES Unassigned Cases

[Return to Home Page](#)

Unassigned | Assigned | My 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](#)

Filter

You may filter CRM Cases by Category, Subcategory, Days in Queue and Education Center.

CRM Category: Account Activation
CRM Subcategory: Program Enrollment
Days in Queue:
Funding Status: All
Education Center: All

Submit Clear Filter

45 Case(s) Found.

Case #	Date Opened	Date Received in Queue	Due (Days)	Priority	Issues Cat	Issues SubCat	Soldier's Geo Ed Center	Case Subject	Opened for	Funding Status	View Case Desc		
3480872	10/24/2014 14:57	10/24/2014 14:57	-113	High	Account Activation	Program Enrollment	JTF-Bravo, Soto Cano AFB Education Center	Account Registration Request	Student	Reserve	View	Assign Case	Add Notes



VIA-Soldier's Decision Tool

VIA Case: Risk Profile

The Risk Profile is based on the Soldier's GT scores, prior performance in courses, and other risk factors.

VIA Planning

(-) Close this section

Soldier's Access Student's Record >>

Sergeant Benjamin Sapiro's Risk Profile:

Soldier's Selections:

Career Goal	Information Technology
Degree	BS in Information Technology
School	Georgia Tech

Risk Factor

This risk factor is based on:

GT Score	XX
Undergraduate TA GPA	XX

Sergeant Benjamin Sapiro's GT score is xx. So, he may not be able to do xxx.

His undergraduate TA GPA is under average. He may need to take some extra courses to prepare him for college.

Based on his Degree Plan Selection of "Bachelor's of Science in Information Technology", there are a few things that might help him be successful in completing his degree.

- 1 He should complete his Basic Math Skills course MAT453365U prior to starting his degree plan.
- 2 He should consider taking lower level fundamental degree courses in his first two semesters of study.
- 3 He should consider taking no more than 2 courses per semester in his first year of studies.

Use this information to consider if the degree level and degree type seem reasonable for the Soldier and to recommend other actions like a Basic Skills Course



VIA-Soldier's Decision Tool

VIA Case: Degree Recommendations and Soldier Degree Selection

Degree	
VIA Recommendations	Sergeant Benjamin Sapiro's Selections
1. Information Technology A C	Data Processing A
2. Communication Technologies A	Justification: I always wanted to learn Data Processing.
3. Graphic Communications A C	
	<input type="button" value="Agree"/> <input type="button" value="Disagree"/>

- Use this information to consider if the Soldier has selected a recommended degree (one that aligns with his or her career goal) or not and understand his or her reasoning if they chose something that was not aligned with their career goal.

Note: VIA will provide you the Classification of Instructional Program (CIP) Degree Name (Provided by DOE), the degree level, and either the school's specific degree title (entered by the school) or a Soldier's entered degree title for that school.

Double check the student entered degree titles for accuracy!!



VIA-Soldier's Decision Tool

VIA Case: School Recommendations and Soldier School Selection

School

VIA Recommendations	Sergeant Benjamin Sapiro's Selections
<input checked="" type="checkbox"/> 25. Georgia Tech <input type="checkbox"/> 26. Auburn University-Main <input type="checkbox"/> 27. Beville State Community College	<input checked="" type="checkbox"/> Georgia Tech Justification: <input type="button" value="Agree"/> <input type="button" value="Disagree"/>

- Use this information to consider if the Soldier has selected a recommended school (VIA recommendations are ranked by quality, cost, and alignment with Soldier preferences) or not and understand his or her reasoning if they chose something not recommended.



VIA-Soldier's Decision Tool

VIA Case: Career Trajectory

The Career Trajectory uses personalized data to help Soldiers visualize impacts of their career and education choices on future salary potential to grab their attention and motivate them as they use VIA.

Once the soldier completes VIA, the final Career Trajectory is displayed in the case details for counselors to see.

School

VIA Recommendations	Sergeant Benjamin Sapiro's Selections
<ul style="list-style-type: none">✓ 25. Georgia Tech26. Auburn University-Main27. Beville State Community College	<ul style="list-style-type: none">✓ Georgia Tech <p>Justification:</p>

Career Trajectory

Sergeant Benjamin Sapiro's career trajectory based on military information



VIA-Soldier's Decision Tool

VIA provides you information to help decide when to approve a Soldier's request without further counseling and when to request a call or meeting before approving.

Approved Cases result in the Soldier receiving email confirmation that their TA Eligible Role was approved

Disapproved cases result in an email confirmation that the role request was not approved, and will include your comments and recommendations.



VIA-Soldier's Decision Tool

Soldiers can use your feedback to make changes in VIA and resubmit their request again for approval.

Likewise, TA Eligible Soldiers that already have an approved degree and school in GoArmyEd will use VIA to model and make changes

GoArmyEd

VIA Home 0% About Us Career Goal Degree Program School Review & Submit

Select the item you wish to change. [More Info](#)

- [Tell us about your career interests and values](#)
- [Tell us about your other preferences](#)
- [Pick your career goal](#)
- [Pick your degree program](#)
- [Pick your school](#)
- [Review your selections](#)



VIA-Soldier's Decision Tool

For Soldiers requesting a School or Degree Plan change, a Degree Plan/College Change CRM Case will route to the ACES Counselor case queue

Pending Request

You have 10 pending Degree Plan/College Change cases for approval. [View Cases](#)



VIA-Soldier's Decision Tool

Counselors will select Degree Plan/College Change request cases from their queue as they do today. The case queue and case type is not changing.

ACES Unassigned Cases

[Return to Home Page](#)

Unassigned Assigned My 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](#)

Filter

You may filter CRM Cases by Category, Subcategory, Days in Queue and Education Center.

CRM Category Degree Plan / College Change

CRM Subcategory

Days in Queue

Funding Status All

Education Center All

Submit Clear Filter



VIA-Soldier's Decision Tool

After taking ownership of a case, you will see a similar case to the TA Eligible Role Request Case.

Review Open Case # 340(050) Details

Soldier's Information

User ID:	7362	SSN/EIN:	
Name:	SGT Rema Skynard	Primary Phone:	
User Type:	Active: TA Eligible	Alternate Phone2:	
Alternate Phone1:		Degree Plan:	
Home School:	A.T. Still UnivOfHealth Sc-MO (ASJ09)	Education Center:	
PA Type:	eArmyU eCourse		

Case Information

Date Opened:	10/24/2014 2:48:08 PM
Opened By:	Rema Skynard, Student
Case Subject:	Degree Plan Change

VIA Planning

SGT Rema Skynard's Risk Profile

Soldier Current Selections	
Career Goal	Computer Programmer
Degree	BS in Computer Science
School	Georgia Tech

Actions

Soldier's New Proposed Selections	
Career Goal	Computer Analyst
Degree	BS in Computer Engineering
School	Georgia Tech

The case template is nearly identical to a TA Eligible Role Request case; the only difference is that this case type shows their current career, degree and school selections and the Soldier's requested changes.

What factors might you consider when deciding whether or not to approve a degree or school change?



VIA-Soldier's Decision Tool

If you approve the change request, the Soldier will be notified via email and their degree/school change is automatically updated in PeopleSoft.

Actions

Soldier's New Proposed Selections

Career Goal	Computer Analyst
Degree	BS in Computer Engineering
School	Geogia Tech

Select New Action:
Close Case

Please attach any relevant file here:
Browse... No file selected.

Note: This functionality is NOT intended to replace the submission of eFile documents.
File size is limited to 4096KB.
Please zip the file if it exceeds 4096KB.
Upload time will vary depending on the connection speed.
Filename must not exceed 250 characters. If exceeded, the file may not upload successfully.

Issue Category:
Degree Plan / School Change

Case Resolution: (Max 3000 Characters)
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review.

Issue Subcategory:
Approve Request
Approve Request
Reject Request



TIME SAVER!

You only need to use PeopleSoft if the student-entered degree title needs to be corrected (This is not a degree change, just a clerical correction)



VIA-Soldier's Decision Tool

If you disapprove the change request, the Soldier will be notified via email that their degree/school change is disapproved. They will remain in their current school and degree plan.

Actions

Soldier's New Proposed Selections

Career Goal	Computer Analyst
Degree	BS in Computer Engineering
School	Georgia Tech

Select New Action:
Close Case

Please attach any relevant file here:
Browse... No file selected.

NOTE: This functionality is NOT intended to replace the submission of eFile documents.
File size is limited to 4096KB.
Please zip the file if it exceeds 4096KB.
Upload time will vary depending on the connection speed.
Filename must not exceed 250 characters. If exceeded, the file may not upload successfully.

Issue Category:
Degree Plan / School Change

Issue Subcategory:
Reject Request

Approve Request
Reject Request

Case Resolution: (Max 3000 Characters)
Note: If you copy and paste text from other sources (such as Microsoft Word, Wordpad, etc.), some special characters might be replaced with an inverted question mark or other special characters. Please review the

Check if you attempted to contact the student

Action Required?

Close Case



VIA-Soldier's Decision Tool

In addition to using helpdesk cases to manage Soldier requests, Army Education Counselors, the Soldier's Home School, the Helpdesk, and other users with access to the Soldier's Student Record can see a snap shot of their VIA TA Planning using a new "TA Planning" tab on the Student Record.

NOTE: The tab will not be populated with VIA data until the Soldier begins to use VIA. As they use VIA and save selections, the TA Planning tab provides a window into the Soldier's planning.

