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
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
VIA-Soldier’s Decision Tool

VIA uses trusted data and makes it easy for Soldiers to use through a guided decision support process.
The VIA menu guides users through the process and tracks progress.
VIAs Soldier’s Decision Tool

Personalized recommendations and side-by-side comparisons help Soldiers consider their career, degree, and school options.
VIA shows Soldiers their selections and personalized success recommendations before they submit to an Army Education Counselor for review, discussion (as needed), and approval.
For Soldiers requesting a TA Eligible Role account, a TA Eligible Role CRM Case will route to the ACES Counselor case 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.
After taking ownership of a case, you will be able to see the similarly rich data the Soldier submitting the case viewed from VIA including:

- Risk Profile
- Degree Recommendations
- School Recommendations
- Career Trajectory
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.

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

<table>
<thead>
<tr>
<th>Degree</th>
<th>VIA Recommendations</th>
<th>Sergeant Benjamin Sapiro’s Selections</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Information Technology</td>
<td>A</td>
<td>Data Processing</td>
</tr>
<tr>
<td>2. Communication Technologies</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>3. Graphic Communications</td>
<td>A, C</td>
<td>Justification: I always wanted to learn Data Processing.</td>
</tr>
</tbody>
</table>

- 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!!**
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VIA Case: School Recommendations and Soldier School Selection

- 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.
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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.

<table>
<thead>
<tr>
<th>School</th>
<th>VIA Recommendations</th>
<th>Sergeant Benjamin Sapiro's Selections</th>
</tr>
</thead>
<tbody>
<tr>
<td>25. Georgia Tech</td>
<td></td>
<td>Georgia Tech</td>
</tr>
<tr>
<td>26. Auburn University-Main</td>
<td></td>
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<td>27. Brevard State Community College</td>
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<table>
<thead>
<tr>
<th>Career Trajectory</th>
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<tr>
<td>Sergeant Benjamin Sapiro's career trajectory based on military information</td>
</tr>
</tbody>
</table>

![Graph showing career trajectory]
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.
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.
For Soldiers requesting a School or Degree Plan change, a Degree Plan/College Change CRM Case will route to the ACES Counselor case queue.

You have 10 pending Degree Plan/College Change cases for approval. View Cases.
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.
After taking ownership of a case, you will see a similar case to the TA Eligible Role Request Case. 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?
If you approve the change request, the Soldier will be notified via email and their degree/school change is automatically updated in PeopleSoft.

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)
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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.
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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.