



Soldier Process Overview for ArmyIgnitED



Overview/Agenda "Clickable"

- Key Deadlines
- FEDTA Timeline
- What Federal Tuition Assistance Provides, Combining benefits, service obligations
- Creating an Account
- Submitting your Education Goal
- Submitting an Evaluated Degree Plan
- Virtual Benefits Training (VBT)
- Requesting Federal Tuition Assistance
- Recoupment Waiver Request
- Support
- Contact Information

Contact me: Josh Whiting Iowa/Nebraska NGB ESS joshua.t.whiting.civ@army.mil

"Education, The Key To Strength and Readiness"



Federal Tuition Assistance Key Deadlines

- ArmyIgnitED account set up
 - Can be created as soon as you have a CAC.
- Education Goal
 - Can be created after establishing an ArmyIgnitED account
 - Must be completed prior to submitting a Tuition Assistance Request.
 - To avoid problems, create as soon as you know what school you plan to attend
 - NLT 10 days before courses start. (recommend 30 days before courses start)
- Tuition Assistance Requests
 - Can be submitted up to 60 days before course start date.
 - Must be submitted at least 8 days prior to course start date. (Recommend 14 or more days)
 - Recoupment Waivers must be submitted within 30 days from when the school submits the "W" grade

"Education, The Key To Strength and Readiness"



Federal Tuition Assistance Timeline

Create ArmyIgnitED Account

Do this immediately. Any time after receiving a CAC

Create Tuition Assistance Request

8-60 Days prior to the course start date.
Recommend 14 days prior.

Recoupment Waiver

Must be submitted within 30 days of school posting "W" grade.

Class Start Date

Make changes to schedule prior to today

Create Education Goal

NLT 10 days before courses start.
(recommend 30 days before courses start)

"Education, The Key To Strength and Readiness"



FTA 101 -Federal Tuition Assistance Basics

- What FTA Provides.
 - Financial assistance to help Soldiers with off-duty voluntary civilian educational pursuits
 - 100% of tuition cost up to \$250 per semester hour (\$167 per quarter hour, or \$5.55 per clock hour)
 - Up to 16 semester hours per fiscal year
 - Fiscal year is defined as start dates from 1 October to 30 September.
- How to qualify.
 - Have a current contract with the Army National Guard and possess a military CAC card.
 - No Flags
 - Soldiers are NOT required to complete Basic Training nor AIT in order to be eligible for the Army's Federal Tuition Assistance (FTA) program.
- Commitment to Service Obligation for Commissioned Officers and Warrants
 - 2 years ADSO – AGR / Active Duty
 - 4 years RDSO – TPU / M-Day
- Enlisted
 - Complete FTA funded courses a minimum of 30-days prior to ETS date.

"Education, The Key To Strength and Readiness"



FTA 101 -Federal Tuition Assistance Basics

- Combining with other benefits.
 - May be used with Iowa (INGSS) or Nebraska State Tuition Assistance programs
 - May be used with any of the GI Bill benefits
- Recent changes
 - There are no more tier levels!
 - Soldiers that are eligible for FTA can graduate with a Bachelor's and continue to use FTA towards a Master's without having to complete additional military education (ALC, WOAC, or CCC).
 - Bachelor's Degree must be on official transcripts and properly coded in IPPS-A.
- Limits
 - 130 undergraduate semester hours
 - 39 graduate semester hours.
 - Does not fund a second or lower degree at any level, regardless of the funding used for the first degree.
 - Does not cover fees, books, or any other costs.

"Education, The Key To Strength and Readiness"



FTA 102 – Keeping Federal Tuition Assistance

- Requirements to maintain eligibility
 - Grade Point Average (GPA)
 - 2.0 – Undergraduate
 - 3.0 – Graduate
 - If placed on HOLD, Soldier must self-fund through ArmyIgnitED until GPA HOLD is lifted.
 - Send Federal Tuition Assistance Program Manager your transcripts to get other funded courses added to raise GPA.
- Recoupment
 - Soldiers agree to reimburse the Army when they receive an unsatisfactory grade
 - Receiving a grade of a "W" or "D" or below for an undergraduate course
 - Receiving a grade of a "W" or "C" or below for a graduate course

"Education, The Key To Strength and Readiness"



ArmyIgnitED



- Establish an ArmyIgnitED account.
 - <https://www.armyignited.army.mil/student>
 - Click "Get Started (CAC Required)"
- Submit your Education Goal and Evaluated Degree Plan
 - Select your school and Degree Program
 - Include your Evaluated Degree Plan
 - Contains all of the following school's name, your name, degree pursuing, the total number of hours required to complete the degree, the total number of hours already completed with the school, the total number of transfer hours that were applied towards the degree program and the total number of hours that remain (hours needed to complete to graduate from the degree program)
 - If you do not have an Evaluated Degree Plan in the ArmyIgnitED system PRIOR to completing TWO courses, your ArmyIgnitED account will go on HOLD, and you will be unable to request TA in the future. Contact your school and request an Evaluated Degree Plan.

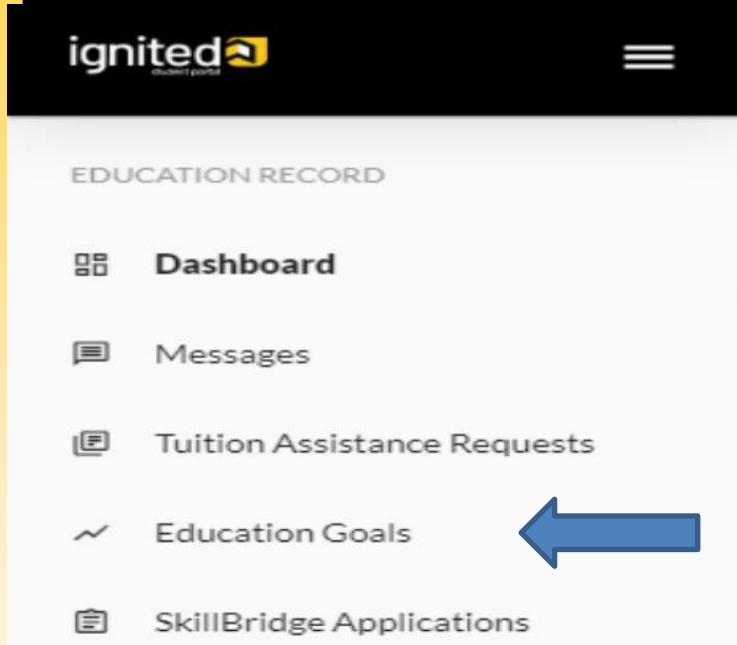


Contact me: Josh Whiting Iowa/Nebraska NGB ESS joshua.t.whiting.civ@army.mil

"Education, The Key To Strength and Readiness"



Education Goals in ArmyIgnitED



Click on “Education Goals” (left side menu). Then “Create New Goal” near the bottom of the homepage

← Education Goals

CREATE NEW GOAL



No Education Goals

You have no education goals at this time.

CREATE NEW GOAL

"Education, The Key To Strength and Readiness"



Creating a new Education Goal in ArmyIgnitED



← Create a New Goal

Create a New Goal

First, Choose an Education Goal

Associates Degree	Bachelors Degree
Masters Degree <small>Not Eligible</small>	Foreign Language - Army Strategic
Foreign Language - Host Country	

If you see “N/A” by the goal you are trying to create, it means you are ineligible for that degree level. If this is an error, please contact your S1 to get your Civilian Education Level updated or corrected in IPPS-A.

"Education, The Key To Strength and Readiness"



School Selection for Education Goal



1 Institution
Optional

What Institution will you be attending?

Enter the name of the institution you will attend

Institution

Academic Institution

What is your Institution Student ID? (optional)

Enter your Student ID (this is a unique identifier, non-social security number, that is issued by your institution. This information may be added later.)

Institution Student ID

Student ID Number (if known)

☐ No Institution Student ID

NEXT

CANCEL GOAL

"Education, The Key To Strength and Readiness"



Finding a Degree Program

← Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.

If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your program. If you need further assistance, please contact your education center.

Program Keyword ☐ STEM

Program	STEM
Associate of Applied Science in Administration 60 credits	
Associate of Applied Science in Culinary and Foodservice Management 60 credits	
Associate of Applied Science in Health Sciences 60 credits	
Associate of Applied Science in Technical Management 60 credits	
Associate of Arts in Business Administration	

Keyword Search

*If you do not see the degree program you are pursuing, contact the school to have the degree program loaded to the Academic Institution (AIPortal).

*Select the Degree Program from the dropdown list, click "Next"

Academic Institution

"Education, The Key To Strength and Readiness"



Evaluated Degree Plans



← Create a New Goal: Bachelors Degree

1 Institution **2** Degree Program **3** Degree Plan File **4** Credits

Please upload your degree plan file.

Your degree plan is a list of all the courses required to obtain your degree. There are 2 types: evaluated and non-evaluated. The difference is evaluated degree plans are specific to you and have transfer courses annotated. Contact your nearest Army Education Center for additional information.

You must provide a degree plan from your academic institution that lists all courses required to complete this goal. Degree plan file must be under 4MBs and one of the following file types: pdf, xls,xlsx, doc, docx.

Supporting Documentation (Optional)

CHOOSE FILE

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

☐ No Degree Plan File

PREVIOUS STEP **NEXT** CANCEL GOAL



"Education, The Key To Strength and Readiness"



Credit Hours



← Create a New Goal: Associates Degree

How many credits are required for your degree?

Enter the total amount of credits required to complete your degree, if not already entered. Do not subtract your transfer credit requirement is 120sh to obtain the degree and the institution has accepted 20sh in transfer, input 120sh in this area.

Required Credits *

60

Are the credits you entered Quarter Hours?

☐ Yes

PREVIOUS STEP SUBMIT GOAL CANCEL GOAL

How many credits have you previously completed towards your degree?

Enter the number of credits your institution has accepted as transfer credits. If unknown, input 0. This area can be updated at a later time, by your

Submit Education Goal

Are you sure you want to submit this goal?

YES NO

CAUTION- Do not select this box unless your school is on Quarter Hours. If you are unsure, please check with your school. Most are "Semester Hours"

The "required credits" should be the number of hours needed to complete your degree **AFTER** transfer hours were applied towards degree .If unsure, use the following:

- ✓ Associate's degree –enter 66 credits
- ✓ Bachelor's degree – enter 130 credits
- ✓ Master's degree – enter 39 credits

"Education, The Key To Strength and Readiness"



Verify and Submit Education Goal



← Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

How many credits are required for your degree?

Enter the total amount of credits required to complete your degree, if not already entered. Do not subtract your transfer credit requirement is 120sh to obtain the degree and the institution has accepted 20sh in transfer, input 120sh in this area.

Required Credits *

60

Are the credits you entered Quarter Hours?

☐ Yes

PREVIOUS STEP SUBMIT GOAL CANCEL GOAL

How many credits have you previously completed towards your degree?

Enter the number of credits your institution has accepted as transfer credits. If unknown, input 0. This area can be updated at a later time, by your

Submit Education Goal

Are you sure you want to submit this goal?

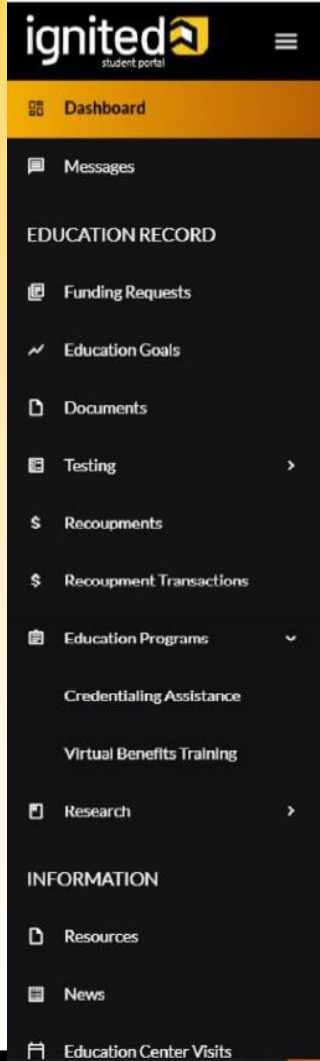
☒ YES ☐ NO

Are you sure you want to select this degree? Only if this is the actual degree are you pursuing should you select "Yes".

"Education, The Key To Strength and Readiness"



Virtual Benefits Training (VBT)



- Complete the mandatory Virtual Benefits Training (VBT)
 - The VBT can be located via the following pathway from the Soldier's Dashboard:
 1. Login to ArmyIgnitED.
 2. Click on the Question Mark Located at the Upper Right Corner.
 3. Documents & Links.
 4. Tutorial-Virtual Benefits Training-SM.
- Or
 - Select "Education Programs".
 - Select "Virtual Benefits Training".

"Education, The Key To Strength and Readiness"



Finding a Hold



← Dashboard

Guard TA

Active TA

Active CA

Reserve CA

Guard CA

Fiscal Year Cap

\$3,250.00

Funding Remaining
Credits Remaining: 13

Undergraduate



127

Credits Remaining
GPA: N/A

Graduate



39

Credits Remaining
GPA: N/A

ACTIVE EDUCATION GOALS

Executive

APPROVED • AMERICAN MILITARY UNIVERSITY (AMU) • Bachelors Degree • Eligible for Guard TA

2% COMPLETE

Required Credits: 120.00

Completed Credits: 3.00

Transferred Credits: 0.00

Remaining Credits: 117.00

Issues Blocking Tuition

- You are missing virtual benefits training. Please click [HERE](#) to access training.

APPLY FOR FUNDING

VIEW DETAILS

"Education, The Key To Strength and Readiness"



Clearing your VBT Hold



EDUCATION PROGRAMS

EDUCATION RECORD

Dashboard

Messages

Tuition Assistance Requests

Education Goals

SkillBridge Applications

Virtual Benefits Training

Documents

Scheduled Tests

Test Scores

Education Center Visits

Recoupments

Recoupment Transactions

RESEARCH

Credentialing Assistance

SkillBridge

← Dashboard

Guard TA
Active TA
Active CA
Reserve CA
Guard CA

Fiscal Year Cap
\$3,250.00
Funding Remaining
Credits Remaining: 13

Undergraduate
127
Credits Remaining
GPA: N/A

Graduate
39
Credits Remaining
GPA: N/A

ACTIVE EDUCATION GOALS

Executive
APPROVED • AMERICAN MILITARY UNIVERSITY (AMU) Bachelors Degree • Eligible for Guard TA

2% COMPLETE

Required Credits: 120.00
Completed Credits: 3.00
Transferred Credits: 0.00
Remaining Credits: 117.00

Issues Blocking Tuition

You are missing virtual benefits training. Please click [HERE](#) to access training.

APPLY FOR FUNDING
VIEW DETAILS

"Education, The Key To Strength and Readiness"



Completing VBT



The screenshot shows the Ignited student portal interface. On the left is a dark sidebar with the "ignited student portal" logo and a menu of options: Dashboard, Messages, Tuition Assistance Requests, Education Goals, SkillBridge Applications, Virtual Benefits Training (highlighted in orange), Documents, and Scheduled Tests. The main content area has a dark header with "EDUCATION PROGRAMS" and a dropdown arrow. Below this is an orange banner with a back arrow and the text "Virtual Benefits Training". The main content area is white and contains a "Test" section with the status "Pending Signature" in red, the instruction "Sign to acknowledge.", and the creation date "Created: 08/05/2022". At the bottom of this section is a button labeled "SIGN & COMPLETE TRAINING", which is pointed to by a large blue arrow.

"Education, The Key To Strength and Readiness"



Creating Tuition Assistance Requests

- From ArmyIgnitED Dashboard, locate 'Education Goals'
 - Select 'Apply for Funding'
 - Verify 'Contact Information'
 - If information needs to be updated select 'yellow pencil icon' next to the designated area.
 - Ensure your personal email address and phone number are correct. If all information is correct click 'Verify and Proceed'
 - Acknowledge the 'User Agreement' Read fully, check ALL boxes to agree to the conditions and then click 'I Agree Continue'
 - Verify current 'Education Center'. If you're 'deployed', select yes. If you are not deployed, select " Then select 'NO'
 - Select correct 'Start and End Dates' The dates you enter for the start and end dates must match your school's course schedule. If dates are not listed, then click on 'Different Term Dates and input correct dates, then click 'Next'
 - Select Location (Usually "Off Installation")
 - "On Installation" This means on a military installation like Camp Dodge.
 - "Off Installation" If you're taking a seated course on your college campus.
 - "DL Online" is for "online courses".

"Education, The Key To Strength and Readiness"



Creating Tuition Assistance Requests

- Return to ArmyIgnitedED
 - Request Federal Tuition Assistance (FTA) for the course(s) that you wish to use FTA.
 - FTA Requests may be submitted up to 60 days prior but must be submitted at least SEVEN full days prior to the course Start Date to ensure Fed TA Requests are processed and approved PRIOR to a Course Start Date.
 - The system prevents Soldiers from inputting a Fed TA request within seven days of the start date of the course start date.
 - Missing the deadline will result in Soldiers not receiving FTA for those courses.
 - Submit your FTA Requests ONE course at-a-time, click "submit" and "finished".
 - Repeat until you have submitted an FTA request for each course.
 - Use the CORRECT start and end dates for each class. You may need to contact your school if you do not see the dates listed.
 - Do not input false information into your FTA applications.

"Education, The Key To Strength and Readiness"



Creating Tuition Assistance Requests

- Add your desired course by clicking on 'Add Course' '+'
 - Select your desired course by clicking on the '+'
 - If your institution has added courses into ArmyIgnitED, the courses will be displayed on your screen. Courses can be filtered by 'Code Title' and / or by 'Keyword'.
 - If your desired course is not listed, click on 'Add Course Manually'
 - Input ALL course Information
 - Ensure that the course information matches your institution. Then click 'Add Course'
 - Click "Submit"
 - You will then receive a confirmation message your FTA request has been submitted.
Please note your 'FTA Request ID' and click 'Finish':(option to 'Print TA Request
 - To submit another FTA Request, go back to step one and start over wait for your Army counselor to process your Federal Tuition Assistance requests.
 - Check your AIED account and the message center.
- If there are any errors, contact your Army Education Counselor immediately.
 - Army counselors can only correct the Fed TA application PRIOR to the first day of class.

"Education, The Key To Strength and Readiness"



Tuition Assistance Keys to Success

- Your Education Goal must be approved by an Army counselor before you'll be able to submit your applications for FTA.
- Federal Tuition Assistance Requests are processed on a **first come, first served basis**.
- If an eligible Soldier decides to use FTA, Academic Institutions (will enroll him/her for FTA funded course(s) only after the FTA is approved by the Army.
- ***Soldiers is solely responsible*** for all tuition costs without this prior approval.
- Federal Tuition Assistance is approved on a course-by-course basis and only for the specific course(s) and class dates that a Soldier requests.
- *Again...If the Army has not approved the funding, then **the Soldier will be solely responsible** for all tuition costs.*
- Enroll in classes at your school

"Education, The Key To Strength and Readiness"



Applying for Funding



← Dashboard

Guard TA

Active TA

Active CA

Reserve CA

Guard CA

Fiscal Year Cap

\$3,250.00

Funding Remaining
Credits Remaining: 13

Undergraduate



127

Credits Remaining
GPA: N/A

Graduate



39

Credits Remaining
GPA: N/A

ACTIVE EDUCATION GOALS

Executive

APPROVED • AMERICAN MILITARY UNIVERSITY (AMU) • Bachelors Degree • Eligible for Guard TA

2% COMPLETE

Required Credits: 120.00

Completed Credits: 3.00

Transferred Credits: 0.00

Remaining Credits: 117.00

APPLY FOR FUNDING

VIEW DETAILS

"Education, The Key To Strength and Readiness"



Federal Tuition Assistance Approved



Tuition Assistance Request Application: Application Submitted



Congratulations your tuition assistance request has been approved!

Your tuition assistance request ID is 826

Here are your next steps

- 1 Go to your institution's website and register with your institution. Make sure you are enrolled in the correct courses on your institution's website.
- 2 If your school requests your tuition assistance document you can print that here using the button below.
- 3 You can view your Tuition Assistance Requests section under your Education Record to check the status and details of your applications.

PRINT TA REQUEST

FINISHED

"Education, The Key To Strength and Readiness"



Print the Funding Approval



- After Funding is approved.
 - Return to the “Funding Requests” screen in ArmyIgnitED.
 - Soldier will, now, see “Print PDF” at the bottom of the TAR. The Soldier can click on “Print PDF” to load the TAR.
- *Tip:** The Soldier should save a copy of the PDF to their desktop, before printing the PDF, so that the Soldier has a copy of the document for his/her own record.

← Funding Requests

Funding Requests Other Funded Enrollments

Filter By
All

ID #129-AMERICAN MILITARY UNIVERSITY (AMU)
APPROVED • GUARD TA

BIOL241 - Cell Biology	01/01/2021 - 03/31/2021	Level: Undergraduate	Grade: F	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
BIOL250 - Human Anatomy and Physiology Lab I	01/01/2021 - 03/31/2021	Level: Undergraduate	Grade: F	Credits: 4	Government Cost: \$1,000.00	Student Cost: \$0.00
ACCT612 - Intermediate Accounting	01/01/2021 - 03/31/2021	Level: Graduate	Grade: F	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00

PRINT PDF

"Education, The Key To Strength and Readiness"



Recoupment Waiver Request

- Recoupment Waiver Requests (DA 7793)
 - As per DoDI 1322.25 and AR 621-5, students are required to reimburse the Army for a course(s) for which Military Tuition Assistance was used and a satisfactory course completion was not obtained.
 - Students have no more than 30 days (suspense date) from the date of receipt of the unsatisfactory course completion to:
 - Begin a recoupment action through deductions from military pay
 - Or request a Recoupment Waiver (only for a "W" withdrawal grade).
 - If a student chooses not to begin one of the above actions prior to the suspense date, an automatic deduction of the full amount will be initiated against their pay.
- As per DoDI 1322.25 and AR 621-5, unsatisfactory course completion grades include: "W" for withdrawal; "I" for incomplete after 180 days of course end date; "D" or "F" undergraduate courses; "C", "D" or "F" for graduate courses; any other non-passing grade or status; and no grade posted in the student's ArmyIgnitED account.
 - If the student believes the unsatisfactory grade is in error, they have until the suspense date to provide an updated satisfactory grade. Recoupments processed after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted.
 - Recoupments can ONLY be made via payroll deduction.
 - Withdrawal for Military Reasons(unanticipated/unexpected reasons, such as emergency leave/reassignment, natural or man-made disasters, illness/hospitalization, or unforeseen military mission)
 - Must be submitted no later than 30 days after a school posts a "W" grade (previously, it was 3 years)
 - Receipt of grades other than a "W" are not eligible for Recoupment Waiver

"Education, The Key To Strength and Readiness"



Notification of Recoupment Action

- Students will receive an email letting them know they have a message waiting for them to view regarding course recoupment. Students will check messages in the ArmyIgnitED portal and view the recoupment action message.
 - Click 'Recoupments' then click 'Process Recoupment':

7

EDUCATION PROGRAMS

DON'T TOUCH1

EDUCATION RECORD

Dashboard

Messages

Tuition Assistance Requests

Education Goals

SkillBridge Applications

Virtual Benefits Training

Documents

Scheduled Tests

Test Scores

Education Center Visits

Recoupments

← Recoupments

1. This is your official notification that a recoupment action is pending for an unsatisfactory grade received for a course or courses. As per AFJ 36-2670, para 6.1.4 students are required to reimburse the Army for unsatisfactory grades received for a course for which Military Tuition Assistance was used.

2. You have no more than 30 days (your suspense date) from the date of receipt of the unsatisfactory grade to either:

- Begin a recoupment action through deductions from your military pay.
- OR
- Request and receive a determination for a Recoupment Waiver from recoupment.

3. If you do not choose and begin one of the above prior to your suspense date, an automatic deduction of the full amount will be initiated against your pay.

4. As per DoD 1322.25, "F" or failing grades cannot be waived. A recoupment action must be processed.

5. If you believe the unsatisfactory grade is in error, you have until the suspense date to provide an updated grade. Any recoupments initiated after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted after suspense date.

6. If you have questions, please contact the Central Office at milta.reimb@us.af.mil about Mil TA, or the Reserve Office at arpc.dptte.educationservicesorgbox@us.af.mil about Reserve TA.

7. Recoupments can ONLY be made via payroll deduction.

Course Code - Title	Term Dates	Grade	Government Cost	Student Cost	Total Cost	Suspense Date	Status
AH10101 - Allied Health Introduction To Health Care Professions I	07/18/2022 - 09/23/2022	D	\$250.00	\$0.00	\$250.00	07/28/2022	Process Recoupment

"Education, The Key To Strength and Readiness"



Initiating Recoupment

Read 'recoupment conditions' -> 'I Understand These Conditions':

← Initiate Recoupment

- Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and academic institution to request extensions or appeals for government refund.
- You may request Recoupment Waiver consideration for the following reasons:
 - Short notice PCS/TDY after course start date when attending a local/off-installation institution (not distance learning). Note: Does not include permissive TDY. The length of TDY is a determining factor.
 - Emergency leave (documentation required)
 - Emergency health issues (documentation required)
 - Hospitalization of a length to preclude course completion and the academic institution would not grant an extension (documentation required)
 - Short notice change in work schedule that interfered with course attendance and completion. Note: Distance learning is generally not applicable. (Documentation required)
- You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:
 - Memo for Record (MFR) to AFPC/DP2SST explaining in detail the timelines and circumstances that led to your difficulties completing the course. The MFR is signed by student and endorsed by First Sergeant or Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - Include the course start and stop dates, and your course scheduled meeting times and dates.
 - Explain all efforts made to work with your instructor to request an extension or incomplete grade.
 - Drop or Withdrawal Paperwork: If you dropped the course or the academic institution withdrew you from the course, please provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your Recoupment Waiver package. In addition, include any other documentation of applying for an academic institution refund or appeal.
 - Additionally, you must include supporting information and documents according to the needs of your rationale.
 - PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
 - TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the TDY orders showing your name, issue date, departure date, and TDY duration.
 - Emergency Leave - Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the Emergency Leave orders showing your name, issue date, effective date, and leave duration.
 - Hospitalization/Unanticipated Health Situation - Include in your Recoupment Waiver request the date the injury/illness occurred, the date of admission and the date of discharge if hospitalized. Attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date if hospitalized. If you were placed on quarters or convalescent leave, include those dates in your Recoupment Waiver request and attach a copy of the document(s) showing name, start date, and stop date.
 - Change of Military Duties - Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Please note that change in military duties will not be considered if the course is distance learning.
- All decisions will be made based solely on documents provided. Please ensure your package is complete.
- All decisions are final. You must ensure that all documentation is provided at the same time since reconsiderations will not be granted.
- Should a Recoupment Waiver be denied, a CMS case will be submitted to your local finance office within three business days of notification of disapproval. You will receive an email notification and can review status of repayment.
- If a Recoupment Waiver is approved, an email notification is sent and no further action is required on your part.
- As per DoDI 1322.25, "D", "F" for undergraduate or "C", "D" and "F" grade for graduate courses require recoupment and are not eligible for Recoupment Waiver consideration.

I UNDERSTAND THESE CONDITIONS

CANCEL

"Education, The Key To Strength and Readiness"



Recoupment Request Detail Screen: Lump Sum

Student has 3 choices for 'Method of Recoupment':

1. **Lump Sum Payroll Deduction**
2. Payroll Deduction (up to 6 months)
3. Waiver (a Request for Recoupment Waiver for the following reasons):

Choose recoupment method:

'Lump Sum Payroll' -> 'Submit':

TA PROCESS UPDATES! X

← Initiate Recoupment

Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment. You cannot apply for a Recoupment Waiver due to the grade in your course (D).

Course Code - Title	Suspense Date	Gov Cost
MLSC4315 - Clinical Microbiology	07/10/2022	\$750.00
		TOTAL: \$750.00

Method of Recoupment *
Lump Sum Payroll ▼

BACK SUBMIT CANCEL

"Education, The Key To Strength and Readiness"



Recoupment Request Detail Screen: Payroll Deduction



Student has 3 choices for 'Method of Recoupment':

1. Lump Sum Payroll Deduction
2. **Payroll Deduction (up to 6 months)**
3. Waiver (a Request for Recoupment Waiver for the following reasons):

Choose recoupment method:

'Payroll Deduction' -> 'Number of Months' (2, 3, 4, 5, 6) -> 'Submit':

TA PROCESS UPDATES! ×

← Initiate Recoupment

Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment. You cannot apply for a Recoupment Waiver due to the grade in your course (D).

Course Code - Title	Suspense Date	Gov Cost
MLSC4315 - Clinical Microbiology	07/10/2022	\$750.00
		TOTAL: \$750.00

Method of Recoupment *

Payroll Deduction

Number of Months *

6

BACK

SUBMIT

CANCEL

"Education, The Key To Strength and Readiness"

1. Lump Sum Payroll Deduction
2. Payroll Deduction (up to 6 months)

Choose recoupment method:

NOTE: 'Waiver' CAN ONLY BE SELECTED FOR A 'W' GRADE!!!

[illegible]

"Education, The Key To Strength and Readiness"



Recoupment Waiver Request General Information



1. Requests for Recoupment Waivers can only be submitted for courses with a grade of "W" Withdrawal.
2. Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and academic institution to request extensions to complete the course or appeal for a government refund.
3. You may request a Recoupment Waiver consideration for the following reasons:
 - a. Short notice PCS/TDY after course start date that prevents attendance at an in-person class (not asynchronous or self-paced distance learning). The length of TDY will be considered when assessing a waiver request. Note: Permissive TDY is not a valid consideration for waiver.
 - b. Emergency leave (IAW AR 600-8-10, para. 4-5; documentation required)
 - c. Emergency health issues (documentation required)
 - d. Hospitalization of a length to preclude course completion, and the academic institution disapproved a request for extension (documentation required)
 - e. Short notice changes in work schedule that interfered with course attendance and completion. Note: Change to work schedule is not a valid consideration for waiver of an asynchronous or self-paced distance learning course. (documentation required)

"Education, The Key To Strength and Readiness"



Recoupment Waiver Request General Information slide 2



4. You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:
 - a. DA Form 7793 (Request for Recoupment Waiver): The DA Form 7793 must explain in detail the timelines and circumstances that led to your difficulties completing the course. The DA Form 7793 is signed by the student and endorsed by your Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - i. Include the course start and stop dates, and your course scheduled meeting times and dates.
 - ii. Explain all efforts made to work with your instructor to request an extension or an "I" incomplete grade.
 - iii. Include any request to the academic institution to refund tuition to the government.
 - b. Supporting Documentations: You must include supporting information and documents to support your rationale.
 - i. PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.

"Education, The Key To Strength and Readiness"



Recoupment Waiver Request General Information slide 3



- ii. TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the approved TDY orders (DD Form 1610, Request for Official Travel) showing your name, issue date, departure date, and TDY duration.
- iii. Emergency Leave (IAW AR 600-8-10, para. 4-5): Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the approved DA Form 31 showing your name, issue date, effective date, leave duration, and Emergency Leave in block 8.
- iv. Hospitalization/Unanticipated Health Situation: Include in your Recoupment Waiver request the date the injury/illness occurred. If hospitalized, include the date of admission and the date of discharge (attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date). If you were placed on quarters or convalescent leave, include those dates in your Recoupment Waiver request and attach a copy of approved DD Form 689, Individual Sick Slip indicating quarters as the disposition, or DA Form 31 Request and Authority for Leave granting convalescent leave showing name, start date, and stop date.
- v. Change of Military Duties: Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Note: Change in military duties will not be considered if the course is asynchronous or self-paced distance learning.

"Education, The Key To Strength and Readiness"



Recoupment Waiver Request General Information slide 4



- c. Withdrawal Documentation from Academic Institution: Provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your Recoupment Waiver package.
- d. Academic Institution Refund/Appeal Action Documentation (optional): Include documentation of applying for an academic institution refund or appeal.
- e. Miscellaneous (optional): Include any other documentation to support your request for a Recoupment Waiver.

- 5. All decisions will be made based solely on documents provided. Please ensure your package is complete.
- 6. All decisions are final. You must ensure that all supporting documents are provided at the same time since reconsiderations will not be granted.
- 7. Should a Recoupment Waiver request be denied, you will be notified via email.
- 8. If a Recoupment Waiver is approved, you will receive an email notification and no further action is required on your part.

"Education, The Key To Strength and Readiness"



Need Help?

- Create a CRM Helpdesk Ticket:
- Log in to your ArmyIgnitED account
- In the upper right corner of your screen, next to your name, click the '?'
- Under Support Ticket, click "Add Ticket"
- Review each area inside the white boxes to determine the category that best fits your issue or question.
 - From the appropriate area, click 'Submit Message'
 - Select the appropriate category and subject
 - Enter your message into the message field
 - Add attachment(s) if necessary and click send
 - or 'Submit Ticket' button
 - Choose the appropriate category, subcategory, and priority
 - Enter a description of your issue or question
 - Add attachment(s) if necessary and Click 'Submit Ticket'

"Education, The Key To Strength and Readiness"



Contact Information

- Contact the ARNG Education Center in your State/Territory for more assistance or the ArmyIgnitED Helpdesk
 - ArmyIgnitED Helpdesk (technical Issues only)
 - Ph:276-231-0938
 - army@bamtech.net
 - Iowa and Nebraska Soldiers, can contact their Education Center's Education Services Specialist
 - Josh Whiting Ed.M. Education Services Special
 - Send a message in ArmyIgnitED
 - Joshua.t.whiting.civ@army.mil
 - 515-252-4468 (email or ArmyIgnitED message center is best for record keeping and quicker replies).
 - Iowa Education Services Officer
 - 1LT Brandon Donoho
 - brandon.t.donoho.mil@army.mil
 - 515-252-4468
 - Nebraska Education Service Officer
 - Grizelda Macdonald
 - grizelda.l.macdonald.civ@army.mil
 - (402) 309-8149

"Education, The Key To Strength and Readiness"