Frequently Asked Questions

- ✓ **What does TA (Tuition Assistance) cover?**
  TA (Tuition Assistance) only covers tuition; ***students must pay*** for school fees.

- ✓ **What are my school fees?**
  Orientation, Enrollment, Education and Technology, Security, Bronco ID Card, Proctor, Student Government, and Book Rental Fees (for undergraduate). You have the option to opt-out of book rental. You will receive an email to your student account with the option to opt-out of digital book rental, respond accordingly.

- ✓ **How do I setup my Army Ignited 2.0 account for TA (Tuition Assistance)?**
  Visit the Liberty Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Liberty on Mondays, Wednesdays, or Fridays between 0900 – 1300 or call (910) 396-6721 or 908-0927. **All others visit your local Education Center**.

- ✓ **How do I obtain my Student Degree Plan for upload to Army Ignited?**
  Go to www.uncfsu.edu, click on "Current Students", scroll down, click on "Academic Resources", click on "Banner Login", login with your FSU credentials, Click "Student Profile", scroll down on left and click "Degree Works". If prompted, type in your Banner ID, click "What If" choose your Program, scroll down, and click "Process" to generate your Student Degree Plan. Save the (Student Degree Plan) file as PDF to upload onto the Army Ignited Portal.

- ✓ **Who approves my Education Path/Student Degree Plan?**
  The Education counselor approves your Education Path/Degree Plan in Army Ignited. For assistance, visit the Liberty Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Liberty on Mondays, Wednesdays, or Fridays between 0900 – 1300 or call (910) 396-6721 or 908-0927. **All others visit your local Education Center**.

- ✓ **Who do I contact when my Army Ignited 2.0 account is set up, I am admitted to FSU and ready to use TA (Tuition Assistance)?** Email Teresa Griffin at tagriffin@uncfsu.edu and include your name, Banner ID, and a statement stating you plan to use TA (Tuition assistance) through Army Ignited.

- ✓ **How do I request TA in Army Ignited 2.0 Portal? What do I if I have an issue with my account?**
  Visit the Liberty Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Liberty on Mondays, Wednesdays, or Fridays between 0900 – 1300 or call (910) 396-6721 or 908-0927. **All others visit your local Education Center**.

- ✓ **When will classes load onto the Army Ignited Portal to request TA?**
  All classes are in the Portal, simply choose the courses you plan to use Tuition Assistance for the appropriate semester ***including type (online or classroom) along with correct start and ending dates***.

- ✓ **What do I do if I do not see a course in the Army Ignited 2.0 Portal?**
  Email Teresa Griffin at tagriffin@uncfsu.edu with your name, Banner ID, semester, and the course(s).

- ✓ **When is the deadline to request TA (Tuition Assistance)?**
  Every semester ***7 days before the first day of class***.

- ✓ **When will my class(es) be approved for TA (Tuition Assistance)?**
  Please check your Army Ignited 2.0 account to determine if your course(s) have been approved. Need assistance? Contact an education counselor at (910) 396-6721 or 908-0927 or visit the LTEC Building Wing J on Fort Liberty. **All others visit your local Education Center**.

✓ **When will my approved class(es) be invoiced for payment to my FSU account?**
Schools are not allowed to invoice ***until at least 20% of the class*** has been completed for the semester. You will continue to get a bill from FSU until Army Ignited pays the University. **Allow a minimum of 4 weeks for processing to see credit on your FSU account.**

✓ **What do I do to determine the amount of my fees or to determine if TA has paid?**
Login your Banner account and click on Student Account, you should be able to view fees and balances. Questions? Email Kiyona Jenkins at krjenkins@uncfsu.edu Include your name and Banner ID.

✓ **Why am I getting billing statements from FSU if I am using TA?**
You will continue to get billing statements until Army Ignited pays the schools your tuition bill. TA (Tuition Assistance) only covers tuition; ***students must pay*** for school fees. Make sure to pay fees.

✓ **How do I check my FSU account and pay for any fees?**
Login to your FSU account at www.uncfsu.edu, → "Current Students" → "Student Accounts", (If asked for your username and password, please provide it), → "Student Account Suite" on right-hand side and choose your term. (To pay for your **Fees Only**), click "Make Payment" → "Pay by Term" inside the box, type over the number listed with what you plan to pay and click "Add." Need assistance? Contact Kiyona Jenkins at krjenkins@uncfsu.edu. Include your name and Banner ID in all responses.

✓ **I Dropped a class(es) at Fayetteville State University, what do I do?**
Visit the Liberty Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Liberty on Mondays, Wednesdays, or Fridays between 0900 – 1300 or call (910) 396-6721 or 908-0927 to assist with dropping a course in Army Ignited. **All others visit your local Education Center**. Also, email Kiyona Jenkins at krjenkins@uncfsu.edu and Teresa Griffin at tagriffin@uncfsu.edu and include your Name, Banner ID, Semester, and Course(s).

✓ **I Withdrew from a class(es) from FSU that was approved for TA, what happens next?**
Contact an education counselor at (910) 396-6721 or 908-0927 to assist with cancelling the course in the Army Ignited Portal and with determining the amount of recoupment dues you are responsible to pay the Army. **All others visit your local Education Center**. If it is due to military obligations, email Veronica Alexander at valexander@uncfsu.edu or call (910) 672-2377. Include your name and Banner ID in all responses.

✓ **I Received a grade *below* a "C" on a class(es) that was approved for TA, what happens next?**
Login to your Army Ignited account to determine the process for recoupment of payment and/or contact your miliary education counselor.

✓ **I Received an "I" (Incomplete) grade on a class(es) that was approved for TA, what happens next?**
When your instructor provides you with an updated grade for the course, email Teresa Griffin at tagriffin@uncfsu.edu and include your name, Banner ID, semester, the course, and the grade to upload to Army Ignited 2.0 Portal.

✓ **I have a hold on my Army Ignited 2.0 account, what do I do?**
Visit the Liberty Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Liberty on Mondays, Wednesdays, or Fridays between 0900 – 1300 or call (910) 396-6721 or 908-0927 to determine the issue and receive resolution. The office is available on Tuesdays and Thursdays from 0900 – 1600 for assistance as well. **All others visit your local Education Center**.