



## Tuition Assistance Checklist

- ✓ If you are using Tuition Assistance, you will need to create an Army Ignited account, even if you had a Go Army Ed account in the past.
- ✓ **Create an Army Ignited Account:** To create an Army Ignited account, please visit the BTEC Building 4520 Knox Street Fort Bragg, Wing F (where FTCC is located), Room #116 and speak to an Army Ignited counselor to assist you with creating your account. Counselors are available Mondays, Wednesdays, and Fridays from 9 am until 1 pm in the Ignited Lab. You can also call an Army Ignited counselor at (910) 396-6721 or (910) 908-0927 to answer questions over the phone or schedule an in-person appointment on Tuesdays and Thursdays in Wing J.
- ✓ **Choose a Homeschool:** When creating your Army Ignited account, list “Fayetteville State University” as your homeschool.
- ✓ **Choose your Education Path (Major):** Once your Education Path is created, the Fort Bragg counselor, Veronica Alexander will need to review and approve your Education Path before you can request Tuition Assistance. For assistance with your Education Path, you can call Ms. Alexander at (910) 672-2965 or email her at [valexander@uncfsu.edu](mailto:valexander@uncfsu.edu). Please include your name and Banner ID on all responses.
- ✓ **Inform your school you are using TA:** Email Teresa Griffin at [tagriffin@uncfsu.edu](mailto:tagriffin@uncfsu.edu) including your name and Banner ID stating you plan to use TA.
- ✓ **Register and attend the “Army 101” Workshop:** Visit BTEC Building A to register for the workshop to learn how to navigate the Army Ignited website and request your TA (Tuition Assistance) or call (910) 396-6721 or 908-0927 to schedule an appointment. **This is a required workshop for Tuition Assistance.**
- ✓ **Request your official Joint Services Transcript (JST):** Visit <https://jst.doded.mil/smart/signIn.do> and have the transcript sent to [admissions@uncfsu.edu](mailto:admissions@uncfsu.edu) or you may contact Valerie Young at [vyoung@uncfsu.edu](mailto:vyoung@uncfsu.edu) by calling her at (910) 672-2963 if you need assistance requesting the transcript. Please include your name and Banner ID on all responses.
- ✓ **Register for your courses at Fayetteville State University** each semester **early** to get the best classes.
- ✓ **Wait 3 business days after registering for your courses at FSU**, log into to Army Ignited account, and request TA (Tuition Assistance) for your courses. If you attempt to request TA after the first day of class, your courses will not be available in the Army Ignited Portal. **Request TA at least 3 business days before the first day of class.** If you drop a course(s), notify Ms. Griffin ASAP, with your name, Banner ID, semester, course(s), and the reason for the drop. **Courses are uploaded in the Army Ignited Portal at least 6 weeks prior to the first day of class each semester.**
- ✓ **TA Billing and Payments:** For questions concerning the invoicing process of your TA (Tuition Assistance) or when payment will post, log in to your Banner account, click on Student Account to check to see your TA Payment posted. If you have additional questions about invoicing or if there is a balance hold on your account, please contact Kristen Aube at [kaube@uncfsu.edu](mailto:kaube@uncfsu.edu) or call her at (910) 672-1035. Include name and Banner ID.

## Special Notes:

- If the first day of class has passed and you did not request TA (Tuition Assistance) in the Army Ignited Portal for that semester, you will not see your courses in Army Ignited to request TA for those courses. Army Ignited removes them so you will not have the capability to request TA. For this reason, it is vital that you request TA for your courses ASAP after registering for them at Fayetteville State University.

You will now have to wait until Army Ignited runs an 'ETP Tool' (no date/timeline) and pulls your courses in so that Army Ignited counselors can review and approve/disapprove the course(s).

Please note: This is only temporary until Army Ignited rectifies issues in their system. Once the issues are rectified, you will no longer be able to request TA after the first day of class. Also, there will be a major delay before you receive your payment for your TA to your FSU account.

- If you have a hold on you, you will not be able to request TA (Tuition Assistance) for your courses. To resolve the issue, please contact an Army Ignited counselor by clicking on the hold link in your Army Ignited account or calling (910) 396-6721 or 908-0927.
  - If your hold is a "No Grade" hold and it is because you dropped the course(s) in question, please email Teresa Griffin at [tagriffin@uncfsu.edu](mailto:tagriffin@uncfsu.edu) immediately; your name, Banner ID, Semester the course(s) was taken, Course ID (such as MATH 123-01) and the beginning and end date of the course(s).  
Please note: Any time, you register for a course, the course is uploaded in the Army Ignited Portal. Therefore, you will need to contact Ms. Griffin if you "drop" the course(s). If not, Army Ignited will place a "No Grade" hold at the end of the term for the class because they expect a grade for the course(s).
  - If your hold is a "Grade" hold and it is because you received an "I" grade, for the course(s) in question, please email Teresa Griffin at [tagriffin@uncfsu.edu](mailto:tagriffin@uncfsu.edu); your name, Banner ID, Semester the course(s) was taken, Course ID (such as MATH 123-01) and the beginning and end date of the courses and the grade.  
Please note: Any time, you receive an "I" grade, as soon as it is updated, you will need to contact Ms. Griffin immediately. Army Ignited does not pay TA (Tuition Assistance) for "I" or failing grades.
  - If you withdraw from a course, you are subject to a "Recoupment Due" hold, where Amy Ignited will require you to repay monies distributed to cover the course(s). Before withdrawing from any course, please speak to your academic advisor to get a full understanding of the consequences academically and financially (Veronica Alexander at (910) 672-2965 [valexander@uncfsu.edu](mailto:valexander@uncfsu.edu)).
  - If you have withdrawn from the University, you are subject to a "Recoupment Due" hold, where Amy Ignited will require you to repay monies distributed to cover the course(s). Before withdrawing from any course, please speak to your academic advisor to get a full understanding of the consequences academically and financially (Veronica Alexander at (910) 672-2965 [valexander@uncfsu.edu](mailto:valexander@uncfsu.edu)).

Thank you for choosing Fayetteville State University!