



DEPARTMENT OF THE ARMY  
THE ARMY UNIVERSITY  
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ATZL-AU

24 August 2022

MEMORANDUM FOR

Army Continuing Education System (ACES), G-1, U.S. Army Installation Management Command (IMHR-E/Ms. Moorash), 2405 Gun Shed Road, Fort Sam Houston, TX 78234-1223

Army National Guard Education Oversight Branch, National Guard Bureau (ARNG-HRH-C/Dr. Hardy), 111 South George Mason Drive, Arlington, VA 22204-1382  
Services and Support Division, G-1, U.S. Army Reserve Command, G-1, (AFRC-PRS/Ms. Giraldo), 4710 Knox Street, Fort Bragg, NC 28310-5000

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

1. References:

a. Department of Defense Instruction (DODI) 1322.25, Voluntary Education Programs, 14 March 2011, Incorporating Change 4, Effective 2 April 2020.

b. Army Regulation (AR) 621-5, Army Continuing Education System, 28 October 2019.

c. AR 600-8-2, Suspension of Favorable Personnel Actions (Flag), 5 April 2021.

d. AR 621-1, Advanced Education Programs and Requirements for Military Personnel, 11 December 2019.

2. Purpose: This update provides guidance for the implementation of DODI 1322.25 (reference 1a) and is implemented in conjunction with the implementation of the Upgraded ArmyIgnitED portal as the Army's enterprise voluntary education portal. This update discusses the new terms that have changed as a result of moving from GoArmyEd to ArmyIgnitED 1.0 and now to the Upgraded ArmyIgnitED. For the remainder of this document, Upgraded ArmyIgnitED will be referred to as ArmyIgnitED.

3. Applicability: This update applies to the Regular Army (RA), the Army National Guard (ARNG) of the United States and the U.S. Army Reserve (USAR).

4. TA Eligibility: The following TA eligibility criteria are updates to the baseline TA eligibility requirements found in AR 621-5. All other TA requirements in AR 621-5 remain in effect.

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

5. Army Continuing Education System (ACES) Programs and Services:

a. Postsecondary Programs: What is referred to as an Educational Institution (EI) within AR and other Army policy documents is referred to as an Academic Institution (AI) in ArmyIgnitED.

b. Mission-Related Foreign Language Education: Soldiers are now required to take the Defense Language Proficiency Test (DLPT) or Oral Proficiency Interview (OPI) in their chosen language when utilizing TA to fund off-duty host country language classes and Army-approved strategic language classes. If there is no DLPT, the Soldier must take the appropriate OPI. These tests are required after the completion of six (6) Semester Hours (SH) to be approved for an additional six (6) SH (12 SH limit total.) There are no minimum score requirements. Failure to test and have scores posted in ArmyIgnitED within 90 days will result in recoupment.

c. ArmyIgnitED:

(1) ArmyIgnitED replaces GoArmyEd and ArmyIgnitED 1.0 and is the Army's enterprise voluntary education portal that allows eligible Soldiers to request Army TA for classroom and online learning courses. All Soldiers should establish an ArmyIgnitED account to access information on voluntary education programs and services.

(2) Education Services Officers (ESO) and Education Services Specialists (ESS) will determine which ACES personnel at their education centers or offices will need access to the ArmyIgnitED portal. They will request an ArmyIgnitED account through their component's education chief who will have the ability to approve accounts. ESOs will then determine the level of access required by each employee and establish their accounts.

(3) ESOs will deactivate the ArmyIgnitED account of all personnel separating from ACES.

d. Counseling:

(1) Counselors will utilize ArmyIgnitED as a counseling tool to provide personalized guidance to Soldiers, document counseling sessions, complete Soldier in-processing and out-processing, catalog the use of ACES programs and services and provide reports regarding ACES participants to units.

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

(2) Counseling can be delivered face-to-face (individually or in a group), virtually, electronically, by telephone or through ArmyIgnitED; all education services provided to Soldiers will be documented in this portal. This will be done by adding a counseling note in the Soldier's ArmyIgnitED account following each interaction. The ArmyIgnitED account serves as a record of the Soldier's counseling and educational progress.

(3) Counselors will provide guidance on TA and ArmyIgnitED policies and procedures as well as where to find Soldier training within the portal and assist with resolving ArmyIgnitED issues.

(4) Counselors will track academic progress in ArmyIgnitED and counsel Soldiers on remediation options.

(5) Counselors should discuss comparative cost effectiveness of similar programs when assisting the Soldier in choosing an educational goal and degree program. In GoArmyEd this tool was the GoArmyEd decision-support tool. In ArmyIgnitED, there is a link for the Career Path DECIDE tool and it is embedded in the ArmyIgnitED Soldier dashboard for easy access. Career Path DECIDE is utilized for searches and reports that are useful for the discussion on how the Soldier can find the best program and best value for their goal.

(6) Counselors should facilitate the use of the Career Path DECIDE tool for Soldiers initially requesting TA or when changing home schools or degree plans and promote the use of other web-based comparison tools to assist TA and non-TA eligible Soldiers in academic or career decision-making.

(7) Counselors will provide out-processing counseling to all separating Soldiers. This session ensures Soldiers understand their eligibility for education entitlements and benefits. During the separation counseling sessions, ACES counselors will provide individual and generalized counseling about Veterans' education benefits. Documents for separation such as copies of orders or DD 214s are not to be collected or uploaded into the ArmyIgnitED system. If a Pre-Chapter Separation Education Counseling Memo is required, one is available on the Counselor Support Channel. No upload of this memo is required and counselors will only need to make a counseling note in ArmyIgnitED stating that the Soldier has been counseled and include the Separation Program Designator (SPD) code.

(a) All TA obligations must be resolved and recoupment actions initiated before clearing. If an AD Soldier does not out-process according to standard operating

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

procedures, the Army education center personnel should audit the Soldier's account and process any recoupment actions in ArmyIgnitED after the Soldier separates.

(b) ARNG and USAR ESOs and ESSs will coordinate with the DCS, G-1 representative to obtain a list of all Soldiers separating from the Army in the near future, audit the Soldiers' ArmyIgnitED accounts and proceed with recoupment actions in ArmyIgnitED as necessary.

(c) ACES personnel will verify a Soldier's SPD code on documentation before out-processing an AD officer in ArmyIgnitED or from the education center or office. The SPD code determines the disposition of the officer's Additional Service Obligation (ADSO) and whether recoupment will be initiated in ArmyIgnitED. Officers requesting a waiver of an ADSO recoupment must provide a Human Resources Command (HRC) memorandum authorizing the waiver. If the HRC memorandum is not provided, ACES personnel will initiate the ADSO recoupment in ArmyIgnitED.

(8) Officers requesting a waiver of ADSO or Reserve Duty Service Obligation (RDSO) recoupment must provide a Commanding General, HRC memorandum authorizing the waiver. If the HRC memorandum is not provided, ACES personnel will initiate the ADSO or RDSO recoupment in ArmyIgnitED.

## 6. Education Funding:

a. There is no longer a two-tiered system of eligibility for TA. Soldiers must complete their initial entry training requirements to be eligible for TA. Enlisted Soldiers must graduate from Advanced Individual Training, Warrant Officers must graduate from Warrant Officer Basic Course and Officers must graduate from Basic Officer Leader Course.

b. In ArmyIgnitED, TA funds will not be authorized for Soldiers who have completed two (2) classes in their current degree program and do not have an approved Evaluated Degree Plan. The Evaluated Degree Plan is an official academic document provided by the AI that articulates all degree requirements for degree completion, identifies all courses required for graduation and includes an evaluation of all successfully completed prior coursework. Evaluated credit for military training and experience and other credit sources applied to the AI's degree requirements are also included.

c. TA funds will not be authorized for Soldiers whose current civilian education level is incorrect in ArmyIgnitED. Soldiers should update their current civilian education level code with their unit S1 administrative office.

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

d. Commissioning Prerequisites: TA is authorized for AD enlisted Soldiers to pursue undergraduate prerequisite classes required for acceptance into an Army Credentialing and Continuing Education Services for Soldiers (ACCESS), Army University (ArmyU)-authorized Commissioning Program.

(1) Current programs include the Army Medical Department (AMEDD) Enlisted Commissioning Program, the Doctor of Physical Therapy Program, the Enlisted to Medical Degree Preparatory Program, the Interservice Physician Assistant Program, the Master of Social Work Program, the Master's Program in Nutrition, the Occupational Therapy Doctorate and the United States Military Academy.

(2) Soldiers can establish the Commissioning Prerequisites goal concurrently with another undergraduate goal by providing written verification from the program to a counselor who can create the goal within ArmyIgnitED. This goal can only be created by the Education Center.

(3) The SHs that Soldiers use for these classes will count toward the 130 SH undergraduate lifetime cap. If a Soldier already has a bachelor's degree, the SHs will still only count toward the 130 SH undergraduate lifetime cap.

e. TA is authorized for college preparatory and remedial classes when a Soldier is working toward an undergraduate degree and classes must be credit bearing. These classes are required to be on the Evaluated Degree Plan. If not, written verification from a school official specifying that additional coursework is necessary for the Soldier's program of study must be uploaded into ArmyIgnitED before requesting TA for this program.

f. TA is authorized for prerequisite classes required for admission to a graduate degree program. School officials must list these classes on the Evaluated Degree Plan or provide written documentation specifying that additional coursework is necessary for the Soldier's admission into the program. This documentation must be uploaded into ArmyIgnitED prior to requesting TA for this program. Soldiers should see their counselor regarding the upload of this documentation.

g. Soldiers not eligible for TA as a result of a minimum grade point average (GPA) hold must self-fund college courses until his or her GPA meets the minimum requirements to lift the GPA hold. A counselor can create an Other Funded Tuition Assistance Request (TAR) in ArmyIgnitED on their behalf to raise the GPA. Counselors must upload official grade reports or other official documents from the AI's registrar office on behalf of the Soldier for these Other Funded courses. These official documents

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

can be downloaded from electronic sources such as AI websites or portals. The hold will lift once the GPA meets the minimum requirements of a 2.0 for an undergraduate degree and 3.0 for a graduate degree. There is no override in the system for a GPA hold.

h. Historic TAR creation: Guidance on the creation of historic TARs is pending. **(Note:** this functionality will be implemented after successful data migration from fiscal year (FY) 2021 and FY22.)

i. Administrative procedures for Soldiers:

(1) Before requesting TA for any class the Soldier must establish an ArmyIgnitED account. Account registration and activation may require Soldiers to update their personnel record through their unit S1 administrative office. Soldiers encountering problems with ArmyIgnitED should contact their local education center or office or create an ArmyIgnitED helpdesk case for assistance.

(2) Soldiers must sign an electronic user agreement acknowledging compliance with Army TA policies and procedures each time they create a TAR.

(3) Soldiers must complete the Virtual TA Training after setting up an ArmyIgnitED account and then annually or when prompted by the system. Soldiers will acknowledge the review of this training in the ArmyIgnitED system.

(4) Soldiers must declare an educational goal in terms of an associate's, baccalaureate or master's degree and this goal must be indicated within their ArmyIgnitED account. Only the ESO, ESS or guidance counselor may authorize educational goal changes. **(Note:** Certificate goals are not available in ArmyIgnitED at this time, e.g. Academic and Chaplain.)

(5) Soldiers may submit TARs within ArmyIgnitED up to 60 days before the class start date but must submit the requests no later than seven (7) days prior to the class start date.

(6) Soldiers must request TA in the ArmyIgnitED portal prior to registering with their AI for classes. If they are unable to register with their AI due to being wait-listed, they should still request TA in the portal for the waitlisted course no later than seven (7) days from the course start date. If they do not get a course seat, they can then cancel the course in the portal with no cost. If they do not get into the original course but are offered another course, Soldiers can seek assistance from a counselor to have their

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

original course information updated. Counselors can update TARs in the system, except for course start date.

(7) Soldiers must follow the instructions from their AI for withdrawing from a class and ensure that the AI posts the grade of “W” into the ArmyIgnitED portal.

(8) Recoupment Waivers: Soldiers must initiate a separate Department of the Army (DA) Form 7793, Request for TA Recoupment Waiver, for each class on their approved degree plan when a grade of “W” is submitted by the AI. This form can be downloaded from the Army Publishing Directorate website (<https://www.apd.army.mil>) or a copy can be obtained through their education center. These requests must be submitted in the ArmyIgnitED portal no later than 30 days from the date that the AI posts the “W” grade in ArmyIgnitED. The DA Form 7793 will be uploaded as a supporting document in the recoupment waiver request in ArmyIgnitED.

(9) Soldiers who receive a grade other than a “W” for withdrawing from the class will not be able to submit a request for recoupment waiver for that class. Soldiers can only submit requests for recoupment waivers for classes that were successfully withdrawn from at the AI with a “W” grade posted by the school in ArmyIgnitED.

(10) Upon signing the electronic user agreement in ArmyIgnitED, Soldiers agree to reimburse the Army for use of TA for courses taken within a degree program for which they have already earned a degree. For example, a Soldier has earned a master’s degree outside of ArmyIgnitED but has not reported that degree completion in their official personnel records and after failing to report that degree completion, the Soldier uses TA for a graduate-level course.

(11) Soldiers agree to reimburse the Army when they receive an unsatisfactory grade for the course which is a “D” and below for undergraduate courses and a grade of “C” or below for graduate courses. If eligible, Soldiers may repeat an unsuccessful course using TA funds upon initiation of TA recoupment. Soldiers cannot submit a recoupment waiver for unsatisfactory or failing grades.

(12) A TA recoupment is not required when ACCESS, ArmyU approves a waiver request in ArmyIgnitED within 30 days from the date the AI posts the “W” grade for reasons clearly beyond the Soldier’s control, such as emergency leave, reassignment, natural or man-made disaster, illness, hospitalization or unanticipated military missions

(a) ACCESS, ArmyU will process DA Form 7793 requests by reviewing to ensure it is complete and that the reason for the request is valid. If the DA Form 7793 is

ATZL-AU

SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation

incomplete or does not provide adequate substantiating documentation, the request for recoupment waiver will be denied and returned to the Soldier with an explanation.

(b) ACCESS, Army U will not approve a DA Form 7793 when a grade other than "W" for withdrawal has been posted to ArmyIgnitED.

(c) ACCESS, Army U is the approval authority for all DA Form 7793s. ACCESS, Army U can disapprove a DA Form 7793 even if a Soldier's commander recommends approval.

(d) Approved Request for TA Recoupment Waivers will result in the return of SHs and money to the Soldier's ArmyIgnitED account.

(13) All officers who accept TA will electronically sign an Army TA user agreement in ArmyIgnitED affirming the ADSO or RDSO.

7. Electronic reports will be generated from the ArmyIgnitED system to provide participation data of the education programs and services in a specific geographic area of support. These will replace GoArmyEd electronic 1821 report listed in AR 621-5, 5-2.

8. AIs can request installation access through the ArmyIgnitED portal. ESOs should monitor and approve or deny these requests from the ArmyIgnitED admin portal dashboard.

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