



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?**
Education and Technology, Security, Bronco ID Card, Proctor, Student Government, and Book Rental Fees (for undergraduate). For more information, click here: [Student Fees](#)
- ✓ **How do I setup my Army Ignited 2.0 account for TA (Tuition Assistance)?**
Visit the Bragg Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Bragg 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”, click on “Banner Login”, login with your FSU credentials, click on “Student Profile”, scroll down and click on “Degree Works”. If prompted, type in your Banner ID and print “Process” to generate your Student Degree Plan. Save the 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 Bragg Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Bragg 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 Bragg Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Bragg 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 class(es) be loaded onto the Army Ignited Portal to request TA?**
All classes are in the Portal, simply choose the courses you plan to use Tuition Assistance.
- ✓ **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 BTEC Building Wing J on Fort Bragg. **All others visit your local Education Center.**

Frequently Asked Questions (Continued)

- ✓ **When will my approved class(es) be invoiced for payment to my FSU account?**
Invoicing will begin **when 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.
- ✓ **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.
- ✓ **How do I check my FSU account and pay for any fees?**
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. Paid student fees? If not, Login to your account, enter Banner ID and Pin → Student → Student account View and Pay bill. Next, click Student and Staff → Login → Make a Payment (and pay Fees ONLY).
- ✓ **I Dropped a class(es) at Fayetteville State University, what do I do?**
Visit the Bragg Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Bragg 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 withdrawing from 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) 672-2965. Include your name and Banner ID on 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 an education counselor by calling (910) 396-6721 or 908-0927 or visiting the Bragg Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Bragg on Mondays, Wednesdays, or Fridays between 0900 – 1300 and Tuesdays and Thursdays in Wing J between 0900 – 1600. **All others visit your local Education Center**.
- ✓ **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 Bragg Training and Education Center 4520 Knox Street Wing F Room 116 at Fort Bragg 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**.