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**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 Education 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. Phone number: (910) 672-2966.
* **Register and attend the “Army 101” Briefing:** Visit BTEC Building A 4520 Knox St. Fort Bragg or call (910) 396-6721 or 908-0927 to schedule an appointment to register for the workshop to learn how to navigate the Army Ignited website and request your TA (Tuition Assistance). The briefing is held every Tuesday at 12 pm in the BTEC Building Wing F Room #116 on Fort Bragg Post. **If you are not stationed locally, please contact an Army Education counselor for instructions how to use TA and Army Ignited. Direct any questions concerning how to use TA and Army Ignited to a counselor.**
* **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.
* **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. **Request TA at least 10 business days before the first day of class**. **Courses are uploaded in the Army Ignited Portal 60 days prior to the first day of class each semester. An email will be sent to notify students when they are available in the Portal.  
  TA only covers Tuition; students must pay for fees.**
* **TA Billing and Payments:** For questions concerning the invoicing process of your TA (Tuition Assistance) or when payment will post, Login to Banner ([User Login](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fssbprod-fsu.uncecs.edu%2Fpls%2FFSUPROD%2Ftwbkwbis.P_WWWLogin&data=05%7C01%7Ctagriffin%40uncfsu.edu%7C8f6fe054a8174d6456f508da82521884%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637965586374716645%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Tazc5PfBElezu0VC5MhECQDkgayP%2FHoMvxjyjm%2BNVVg%3D&reserved=0)): Click on Student🡪 Student account 🡪 View hold to check to see your TA Payment posted. If you have additional questions about invoicing, when TA will pay, or if there is a balance hold on your account, please email Kiyona Jenkins at [krjenkins@uncfsu.edu](mailto:krjenkins@uncfsu.edu). Include your name and Banner ID on all responses.

-------------------------------------------------------------------------------------**SPECIAL NOTES (on the back)**

**Special Notes:**

**DROPPED A COURSE?**

- If you registered for a course at FSU and then drop the course at FSU ***anytime (before or during)*** the   
 semester, please contact Kiyona Jenkins at [krjenkins@uncfsu.edu](mailto:krjenkins@uncfsu.edu) and tagriffin@uncfsu.edu.  
 Include Name, Banner ID, Semester, and Course(s) Dropped and request that she “Reject Your TA” in Army   
 Ignited.  
  
**DO NOT SEE YOUR COURSE(S) IN ARMY IGNITED?  
 Ask Yourself** Did I inform Fayetteville State University on my application or by email that I was using TA?

Do I have an FSU hold on my account?   
 Login to banner ([User Login](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fssbprod-fsu.uncecs.edu%2Fpls%2FFSUPROD%2Ftwbkwbis.P_WWWLogin&data=05%7C01%7Ctagriffin%40uncfsu.edu%7C8f6fe054a8174d6456f508da82521884%7Cb2e1e6f464f148729da1ca8a9a7c41f7%7C0%7C0%7C637965586374716645%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Tazc5PfBElezu0VC5MhECQDkgayP%2FHoMvxjyjm%2BNVVg%3D&reserved=0)): Click on Student🡪 Student account 🡪 View hold.   
 Do I have an Army Ignited Hold? Contact an Army Education counselor.  
 Did I register for the courses ***first*** at Fayetteville State University in their Banner system?  
 Is the first day of class for the semester here or has passed?  
 If the first day is here for the semester, you will not see your courses in Army Ignited to request TA for   
 courses. Army Ignited removes them and they are no longer visible to you to request TA in the Portal.

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

**HAVE A HOLD ON YOUR ARMY IGNITED ACCOUNT?**

- If you have an Army Ignited hold on you, you will not be able to request TA for your courses. To   
 resolve the issue, please contact an Army Education 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,” please contact an Army Education counselor and request them to “defer” your hold.  
    
  **Please note:** Any time, you register for a course, the course is uploaded in the Army Ignited Portal. Therefore, you must email [krjenkins@uncfsu.edu](mailto:krjenkins@uncfsu.edu) and tagriffin@uncfsu.edu 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.
* 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. Phone number: (910) 672-2966. 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. 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. If you have withdrawn and this is due to military obligations, contact Veronica Alexander at (910) 672-2965 and [valexander@uncfsu.edu](mailto:valexander@uncfsu.edu)

Thank you for choosing Fayetteville State University!