ATZL-AU   26 September 2023

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 (Update 4)

1. Summary of Changes

    a. Update 1, 20 September 2022

        (1) Soldiers have 180 calendar days at the completion of a class to make up
an "incomplete" grade has been updated in 7.i(12). The previous requirement was 120
days.

        (2) When a Soldier has a recoupment waiver approved, semester hours and
money will not be returned to the Soldier's ArmyIgnitED account. This proved to be
incorrect once system functionality was tested and has been updated in 7.i(13)(d).

        (3) The DA Form 7793 title is now "Recoupment Waiver," and this has been
updated in 7.i(8), 7.i(9), and 7.i(13)(a). The title of the previous form was "Request for
TA Recoupment Waiver."

        (4) There is no TA Stopper in ArmyIgnitED for military training eligibility and
Reserve Component Soldiers are exempt from the requirement to first complete Basic
Combat Training (7.a).

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

   b. Update 2, 17 January 2022

     (1) All Soldiers can now pursue undergraduate or graduate program prerequisite classes required for acceptance into an ACES-authorized Commissioning Program (7.e). The previous Interim Policy updates indicated that only active duty enlisted Soldiers could utilize TA for these classes (Commissioning Prerequisites, 7.e, has been deleted and now falls under Special Programs in 7.j)

     (2) When a Soldier has a recoupment waiver approved, semester hours and money will be returned to the Soldier's ArmyIgnitED account 7.j(13)(d). The previous Interim Policy update indicated that semester hours and money would not be returned.

   c. Update 3, 25 April 2023

     (1) The requirement for Soldiers to take the DLPT or OPI after the completion of six (6) semester hours towards the Foreign Language-Army Strategic and Foreign Language-Host Country Education Goals has been removed in 6.b.

     (2) Special Programs are now included in 7.j.

     (3) Academic Certificate option has been added to 7.i(4) and 7.k.

     (4) Commissioning Prerequisites, 7.e on previous Interim Policy Update, has been removed as that now falls under Special Program in 7.k(1) and 7.k(2).

     (5) The word "separate" was removed from 7.j(8) as separate DA Form 7793s are not required when the justification covers multiple classes.

   d. Update 4, 26 September 2023

     (1) The requirement for the correct data to be in IPPS-A to access benefits in ArmyIgnitED was added in 7.a.

     (2) Soldiers are unable to receive TA after making requests for two (2) classes until they have an Evaluated Degree Plan (EDP) approved has been updated in 7.b.

     (3) The requirement for the education level to reflect a high school diploma or equivalency prior to pursing an associate or bachelor's degree and a baccalaureate degree prior to pursing a master's degree was added in 7.c.

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

      (4) Reference 7.h. has been removed as Soldiers are no longer able to request HTARs due to ArmyIgnitED 1.0 system errors.

      (5) Class start date is being replaced with term start date in 7.h(5) and 7.h(6).

      (6) The requirement for Soldiers to sign a TAR that was submitted on their behalf and to sign a TAR that had changes made by a counselor (excluding start date) was added in 7.h(5).

      (7) The requirement to upload substantiating documentation has been removed from 7.h(8) for recoupment waivers.

      (8) Soldiers are not eligible for TA for courses with term end dates less than 60 days from their separation date has been added in 7.h(18).

      (9) Language was added in 7.k. to reflect that one undergraduate or graduate certificate is permitted per lifetime (no certificates at the post-graduate level).

2. 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.

3. 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.

4. 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).

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

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

6. 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. Foreign Language-Army Strategic and Foreign Language-Host Country Education Goals. Limited to 12 SH. Once a Soldier establishes a Foreign Language-Army Strategic or Foreign Language-Host County Education Goal in ArmyIgnitED, education support personnel will submit a DLPT test score using the date of the data entry (today's date) into the system and enter the scores as 0s (zeroes). (Note: This is a mitigation procedure until system functionality can be changed.)

    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 (ESOs) and Education Services Specialists (ESSs) 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.

(2) Counseling can be delivered face-to-face (individually or in a group), virtually, electronically, by telephone or through ArmyIgnitED and 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, this is a link for the Career Path DECIDE tool and 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, 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, there is one 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 procedures, the Army education center personnel should audit the Soldier's account and process any recoupment actions in ArmyIgnitED after the Soldier separates.

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

(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 within 90 days, 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.

7. Education Funding.

a. Soldiers must complete basic combat training (BCT) to be eligible for TA. In accordance with DODI 1322.25, Voluntary Education Programs, Reserve Component (Army Reserve and Army National Guard) Soldiers are exempt from the requirement to first complete BCT before being eligible to receive TA. There is no military education code for the completion of BCT in our source data feed, but all Soldiers who graduate from BCT must have a common access card (CAC) and the correct data in IPPS-A to access their benefits in ArmyIgnitED. Reserve Component Soldiers who are not graduates of BCT must be issued a CAC by their units to access their benefits in ArmyIgnitED. There is no TA "stopper" in ArmyIgnitED for military training eligibility. The CAC will be the proof of eligibility for all Soldiers.

b. In ArmyIgnitED, TA funds will not be authorized for Soldiers who have registered for two (2) classes in their current degree program and do not have an approved EDP. The EDP 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.

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

c. TA funds will not be authorized for Soldiers whose current civilian education level is incorrect in ArmyIgnitED. While ACES Education staff can temporarily lift the hold and enter the correct civilian education level, that is a temporary fix that will only last for 24 hours. To permanently fix this issue, Soldiers must contact their unit S1 administrative staff to have their civilian education code updated in IPPS-A. Prior to pursuing an associate or bachelor's degree, the education level must reflect that a high school diploma or equivalency diploma was completed. Prior to pursuing a master's degree, the education level must reflect that a baccalaureate degree was completed.

d. TA funds will not be authorized for Soldiers who do not have a current and signed user agreement in their ArmyIgnitED portal. Under GoArmyEd, this was a signed statement of understanding.

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 to ArmyIgnitED before requesting TA for this program.

f. TA is authorized for classes required for admission to a graduate degree program and 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 to 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 have a counselor 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 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. 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 Benefits 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, master's degree or academic certificate program and this goal must be indicated within their ArmyIgnitED account. Only the ESO, ESS or guidance counselor may authorize educational goal changes.

(5) Soldiers may submit TARs within ArmyIgnitED up to 60 days before the term start date but must submit the requests no later than seven (7) days prior to the term start date. If a TAR is initiated by a counselor on the Soldier's behalf, the Soldier will need to sign the TAR in ArmyIgnitED for funds to be authorized. If there is incorrect information on a TAR that a Soldier submitted (excluding term start date) and a counselor needs to make any changes, the Soldier will need to resign the TAR in ArmyIgnitED after these changes are made for funds to be authorized.

(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 term 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 original course information updated. Counselors can update TARs in the system, except for term 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 can initiate a Department of the Army (DA) Form 7793, Request for 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

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

in ArmyIgnitED. The DA Form 7793 will be uploaded as a supporting document in the recoupment waiver request in ArmyIgnitED (Substantiating documentation such as orders or medical reports should not be uploaded into ArmyIgnitED as the signed DA 7793 with proper justification and recommendation from Commander will be utilized for approval/disapproval).

(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 military reasons for classes that were withdrawn from with the AI successfully with a "W" grade posted by the school in ArmyIgnitED.

(10) Soldiers agree to reimburse the Army upon signing the electronic user agreement in ArmyIgnitED 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 course(s) and a grade of "C" or below for graduate course(s). If eligible, Soldiers may repeat an unsuccessful course using TA funds upon initiation of TA recoupment.

(12) Soldiers agree to reimburse the Army when they fail to make up an "incomplete" grade within the time limits stipulated by the AI or 180 calendar days after the completion of the class, whichever occurs first. Soldiers cannot use CLEP, DSST or self-funded institutional challenge exams or prior learning assessments to remove a grade of "incomplete."

(13) A TA recoupment is not required when an approved DA Form 7793 is in ArmyIgnitED within 30 days from the date the AI posts the "W" grade for reasons clearly beyond the individual's control, such as emergency leave, reassignment, natural or man-made disaster, illness, hospitalization, or unanticipated military missions.

(a) Army Credentialing and Continuing Education Services for Soldiers (ACCESS), Army University (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 incomplete or does not provide adequate substantiating documentation, the request for recoupment waiver will be denied and returned to the Service member with an explanation.

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

(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 Recoupment Waivers will result in the return of semester hours and money to the Soldier's ArmyIgnitED account.

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

(15) All TA obligations must be resolved, and recoupment actions initiated before clearing. If an active-duty Soldier does not out-process according to standard operating procedures, the Army education center should audit the Soldier's account and process any recoupment actions in ArmyIgnitED after the Soldier separates.

(16) 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 (automated or manual) as necessary.

(17) 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 ADSO and whether recoupment will be initiated in ArmyIgnitED. Officers requesting a waiver of ADSO recoupment must provide an HRC memorandum authorizing the waiver. If the HRC memorandum is not provided, ACES personnel will initiate the ADSO recoupment in ArmyIgnitED.

(18) Soldiers are not eligible for TA for courses with term end dates less than 60 days from their separation date.

i. Special Programs

(1) Eligibility: Annual TA SH caps apply to all special programs. Soldiers should consult their servicing education center or office for current eligibility and SH authorizations and must obtain Army education counselor approval before requesting TA for special programs by providing an Evaluated Degree Plan or other documentation from the AI explaining what classes are needed to complete this goal. All TARs for the

ATZL-AU
SUBJECT: Interim Updates to Army Tuition Assistance (TA) Terms and Conditions Based on the Upgraded ArmyIgnitED Implementation (Update 4)

special programs goal will route to the education center for approval. A lifetime semester hour cap of 39 SH for special programs (not applicable for high school completion special program) exists and classes taken towards this will not count towards the undergraduate cap of 130 SH or the graduate cap of 39 SH. Soldiers will only be able to pursue one special program during their career except for the historic goal and high school completion goal. Courses taken towards the Special Programs Goal will count towards the Soldier's undergraduate GPA for undergraduate courses and graduate GPA for graduate courses.

(2) The following Special Program Goal options are available in ArmyIgnitED: AMEDD Enlisted Commissioning Program (AECP), College Preparatory and Remedial, Doctor of Physical Therapy (DPT) Program, Enlisted to Medical Degree Preparatory Program (EMDP2), High School Completion, Historic Goal, Interservice Physician Assistant Program (IPAP), Master of Social Work (MSW) Program, Master's Program in Nutrition (MPN), Occupational Therapy Doctorate (OTD) Program, Specialized Chaplain Certificate, and United States Military Academy (USMA).

(3) Soldiers are not able to utilize TA for professional education classes leading to a teacher certification and licensure at this time, but functionality will be added in the system at a later date.

k. Academic Certificate programs have been added to the ArmyIgnitED system and Soldiers are authorized one undergraduate or graduate certificate per lifetime with a cap of 21 SH. These 21 SH do not count towards the 130 SH for undergraduate or 39 SH for graduate lifetime cap (certificates are not permitted at the post-graduate level).

8. 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.

9. AIs must request installation access through the ArmyIgnitED portal. ESOs are required to monitor and approve or deny those requests from the ArmyIgnitED admin portal dashboard.

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    Soldiers