



American Public  
University System



# AMU ArmyIgnitED Student Information Packet

This information packet is designed to help guide you through the [ArmyIgnitED](#) process, inform you of the steps that may be required to receive Tuition Assistance and provide a resource to assist in successfully completing your academic endeavors.

2024 Edition

Welcome to the Military Assistance Office at American Public University System! Our office services students who are utilizing military Tuition Assistance benefits at both American Military University (AMU) and American Public University (APU). We look forward to assisting you to accomplish your academic endeavors. The following helpful information will assist you when using the ArmyIgnitED portal for TA and how to apply for benefits. There are three distinct departments you may be working with when using the ArmyIgnitED Portal.

### **APUS Military Assistance Team**

Our Military Assistance Department is here to assist you with your military Tuition Assistance benefits. Our team of Military Assistance Specialists will assist you to utilize your military Tuition Assistance benefit through the ArmyIgnitED portal. To contact our Military Assistance staff, please see the information below.

Website: [AMU Students](#) | [APU Students](#)

Email: [TA@apus.edu](mailto:TA@apus.edu)

Phone: 877-755-2787 extension 3830

Fax: 866-755-8763

Mail:

APUS

Attn: Military Assistance Office

303 West 3<sup>rd</sup> Avenue

Ranson, WV 25438

### **APUS Military Registrations Team**

Our Military Registrations Department will assist you with your Education Path, registering for courses, and submitting your course grades and conferral information to the Army. To contact our Military Registrations staff, please see the information below.

Website: [AMU Students](#) | [APU Students](#)

Email: [Military@apus.edu](mailto:Military@apus.edu)

Phone: 877-755-2787 extension 2075

### **APUS Military Outreach Team**

We have university representatives at military installations throughout the country. These military education senior managers have a deep understanding of your world and stand ready to discuss your academic and career goals. To contact our Military Registrations staff, please see the information below.

Website: [AMU Students](#) | [APU Students](#)

Find a Military Outreach Manager in your Area: <https://www.amu.apus.edu/rep>

## Things to Know Before Getting Started

- Army soldiers may access ArmyIgnitED using the following link: <https://www.armyignited.army.mil/>
- All soldiers **must** create a new ArmyIgnitED login ID to request TA.
- Soldiers should add their AMU Student ID to ArmyIgnitED profile so that information can be easily discovered.
- A Common Access Card (CAC) is required to log into the ArmyIgnitED Portal.
- Please use Chrome, Edge, or Firefox. Of note, you may experience issues accessing the portal from a government computer.
- An Evaluated Degree Plan (EDP) is required to be uploaded to ArmyIgnitED. You may access your EDP from your AMU Academic Plan or by selecting the “**Register Now**” button. At the top of your Academic Plan, please find the **Download Degree Plan** link and save this document to upload to ArmyIgnitED. Once your Army Education Counselor has approved your Education Path, you will be able to request Tuition Assistance (TA) for courses outlined on your EDP.
  - **Please Note:** Your Transfer Credit Evaluation (TCE) should be completed **prior** to uploading your EDP.
- All requests for Tuition Assistance must be made in ArmyIgnitED no earlier than 60 days and no later than **7 days** before the course start date.
  - Approvals for TA may be processed within **7 days** of the course start, but your request to use TA for the **course must be in place** in ArmyIgnitED **7 days prior to the course start**.
  - Please be sure to enroll at AMU in the course you wish to request TA prior to **7 days** before the course start.
  - Army students will be prevented from selecting TA as a payment option if attempting to register less than 7 days prior to a course start date.
- Students enrolled in a **Courses for Transfer** program: Soldiers will need to create a Special Program path if you are enrolling in courses to fulfill IPAP or AMEDD requirements. Your IPAP or AMEDD documentation will need to be uploaded in place of an Evaluated Degree Plan. TAR’s will be approved so long as you do not change home schools.
- Army Tuition Assistance is capped at 16 credit hours or \$4,000 per Fiscal Year (1 October – 30 September).
- AMU invoices the Army 9 weeks after the course start date.
- Approved Military Tuition Assistance does not constitute a payment being received; TA approvals are only a promise for the Army to pay. The Army will not pay fiscal funds to a university until after they have been invoiced. Upon receipt of an invoice, the service branch can take 30 – 90 days to perform payment of fiscal funds to a university.
- All changes to course enrollments (Drops or Withdrawals) must occur within your AMU eCampus.
- Students must indicate that they are a current active member of the US Military and are serving in the US Army (Active Duty, National Guard, or Reservist) in their student profile for AMU.
- Once your TA has been approved by your Army Education Counselor, the TA request (TAR) will be electronically submitted to AMU. Your TA request will be automatically processed at AMU. If you have completed the TAR electronically, you will not need to submit a TA document to AMU.
- Your official grade report will be accessible from the eCampus after your grade(s) post.
- Soldiers should review the “Explore My Options” section on the ArmyIgnitED dashboard to search degree programs, academic institutions, and explore careers using the Career Path Decide tool.

## Reference Links:

[Step One: Create ArmyIgnitED Account](#)

[Step Two: Create an Education Goal](#)

[Step Three: Create ArmyIgnitED TA Request \(TAR\)](#)

[Step Four: Review ArmyIgnitED TA Requests \(TAR\)](#)

[Accessing the ArmyIgnitED HelpDesk](#)

[Drop and Withdrawal Information](#)

[FAQ's](#)

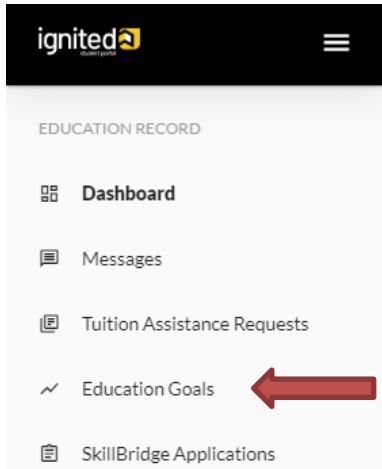
## [Step One: Create an ArmyIgnitED Student User Account](#)

The first step to using the ArmyIgnitED portal is to establish an [ArmyIgnitED](#) student account. Before your start, you must have access to your military email, a CAC Card Reader, and reliable internet. If you do not have access to your military email and/or reliable internet, you may have difficulty creating your ArmyIgnitED User Account. Once you have an account established, you will need to create an education goal.

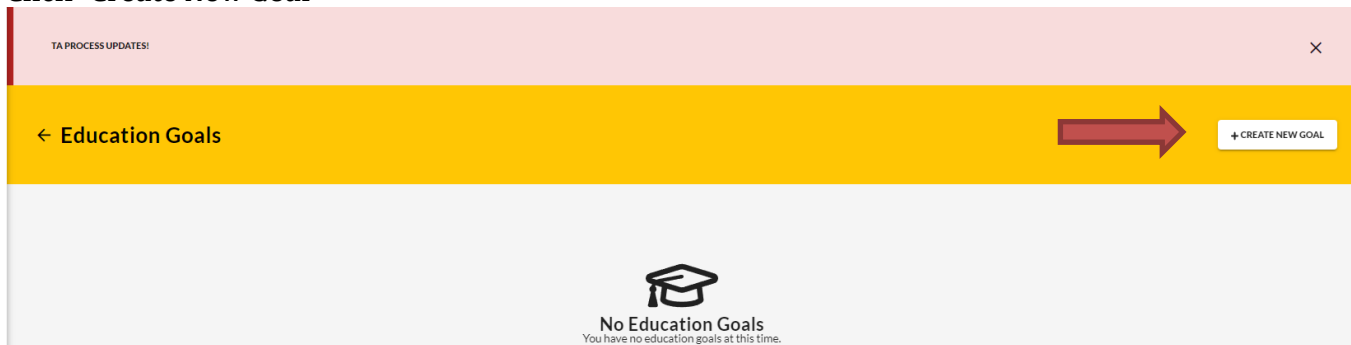
## [Step Two: Create an Education Goal](#)

After creating an [ArmyIgnitED](#) account, it is time to set up an education goal. Your Education Goal should be your **current** degree goal with AMU. Please select your current degree level goal, your institution name (American Military University), and the degree program you are currently attending. All the degree programs for AMU have been uploaded into the ArmyIgnitED portal, so please select only the program that you are currently enrolled. Prior to completing this step, please ensure that you have downloaded and saved a copy of your AMU Degree Plan document, as you will need to upload this in this step. Please refer to the screenshots below regarding Creating an Education Goal. **Please Note:** Your Transfer Credit Evaluation (TCE) should be completed prior to uploading your EDP.

### Click “Education Goals”



### Click “Create New Goal”



# Create a New Goal

First, Choose an Education Goal

Associates Degree

Bachelors Degree

Masters Degree **N/A**

**Please Note:** If the desired education goal is listed as N/A, you must have this goal updated by an Army Education Counselor

**Complete American Military University for “Institution” and “Institution Student ID (AMU Student ID)” then click “Next”**

← Create a New Goal: Associates Degree

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1 Institution      2 Degree Program      3 Degree Plan File      4 Credits

What Institution will you be attending?

Enter the name of the institution you will attend

Institution \*

What is your Institution Student ID? (optional)

Enter your Student ID (this is a unique identifier, non-social security number, that is issued by your institution. This information may be added later.)

Institution Student ID

No Institution Student ID

NEXT

## Search for your Current Degree Program

← Create a New Goal: Associates Degree

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1 Institution      2 Degree Program      3 Degree Plan File      4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.

If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your program. If you need further assistance, please contact your education center.

Program Keyword

STEM

Program	STEM
Associate of Applied Science in Administration 60 credits	
Associate of Applied Science in Culinary and Foodservice Management 60 credits	
Associate of Applied Science in Health Sciences 60 credits	
Associate of Applied Science in Technical Management 60 credits	
Associate of Arts in Business Administration	

### Select your Current Degree Program

< Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.  
If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your program. If you need further assistance, please contact your nearest Army Education Center.

Program Keyword  
Criminal Justice

Program Keyword  STEM

Program  
Criminal Justice 60 credits

STEM

1 total

PREVIOUS STEP NEXT CANCEL GOAL

### Select "Next"

< Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

What degree program will you be pursuing?

Enter the name of your degree program. If unsure, you may search education programs.  
If you do not see your program listed or if your institution has not provided a list of their programs, please contact your institution for assistance in adding your program. If you need further assistance, please contact your nearest Army Education Center.

Degree Program  
Criminal Justice

PREVIOUS STEP NEXT CANCEL GOAL

Now you are all set to upload your Degree Plan from your AMU Academic Plan.

### Select "Upload Degree Plan" and select "Next"

< Create a New Goal: Associates Degree

1 Institution 2 Degree Program 3 Degree Plan File 4 Credits

Please upload your degree plan file.

Your degree plan is a list of all the courses required to obtain your degree. There are 2 types, evaluated and non-evaluated. The difference is evaluated plans are specific to you and has transfer courses annotated. Contact your education center for additional information.  
You must provide a degree plan from your academic institution that lists all courses required to complete this goal. Degree plan file must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.

Supporting Documentation (Optional)

Drop files here

Supported file types are: .xlsx, .xls, .doc, .docx, .pdf

No Degree Plan File

PREVIOUS STEP NEXT

**Please Note:** You can only upload an Evaluated Degree Plan (EDP) during the Education Goal creation. After completing 2 courses, the EDP will be required before you can continue to request TA. If you are experiencing issues with uploading the EDP or if you wait to upload the EDP, you will need to contact your Army Education Counselor for further assistance.

## Fill in requested information, if applicable, and “Submit Education Goal”

**Congratulations! Your Education Goal has been submitted to your Army Education Counselor for review.**

### [Step Three: Create an ArmyIgnitED Tuition Assistance Request](#)

Once your Education Goal has been approved by the Army Education Counselor, it is time to create a Tuition Assistance Request (TAR)! Please note, when you enroll in a course with AMU that you would like to use TA funding to cover, you must select Military TA as the primary payment type. Please be sure to complete your registration for the course at AMU prior to submitting a TAR, as the registration confirmation page for your course(s) will contain all the necessary information you will need to successfully complete a TAR. Please note, only courses that are within the 60-day TA request window will be eligible to request TA. Please remember to return to [ArmyIgnitED](#) once you are within this window to complete your TA request. **Please Note:** if more than 6 semester hours are requested on the same TAR, the request will require Army Education Counselor approval.

As a reminder, your military status on your student profile at AMU must indicate that you are a current US Military member, and your branch of service must reflect US Army to seamlessly process your TAR.

#### Important Notes:

- Submitting a Tuition Assistance request does not enroll you in the course. You must register for the course at AMU.
- Soldiers must apply for tuition assistance (TA) in the system **60 to 7 days prior to the class start date**.
- **All TA must be approved 7 days prior to the start date of the course.**
- Soldiers will be solely responsible for all tuition costs without TA approval.
- A Soldier may pre-register for a course to secure a slot.
- TA is approved on a course-by-course basis and only for the specific course(s) and class dates that a Soldier requests.
- If the Army has not approved the funding, then the Soldier will be solely responsible for all tuition costs.

After your TA approval is submitted to AMU, the TA will be reviewed, and course access granted if there are no further issues with the TA request. Please note, all TA requests must be submitted for approval in ArmyIgnitED at least **7 days** prior to the course start date. The deadline for AMU to receive and process your TA Authorization will be the Friday of your course start week at 4:30 PM EST. Below are some screenshots from the system that shows the progress of enrollments in ArmyIgnitED.

From your [ArmyIgnitED](#) Dashboard, locate “Active Education Goals” and then select “Apply for Funding”:

← Welcome Back,

Active TA      Army CA

**Fiscal Year Cap**

\$2,500.00

Funding Remaining

**Undergraduate** ⓘ

124

Credits Remaining  
GPA: N/A

**Graduate** ⓘ

39

Credits Remaining  
GPA: N/A

**ACTIVE EDUCATION GOALS** ←

**Bachelors of Applied Science in Administration**

APPROVED • AMERICAN MILITARY UNIVERSITY (AMU) • Associates Degree • Eligible for Active TA

**25% COMPLETE**

Required Credits: 60.00
Completed Credits: 0.00
Transferred Credits: 15.00
Remaining Credits: 45.00

**APPLY FOR FUNDING** ←

Verify “Contact Information”:

- If information needs to be updated, select ‘yellow pencil icon’ next to the designated area.
- If all information is correct, click ‘Verify and Proceed’

← Create Tuition Assistance Request

**Contact Information** ✎

Email

Personal Email

Work Phone  
5555555

Mobile Phone  
5555555

**Address** ✎

Street 1  
123 Main St

Street 2

City: Hope Mills      State: NC      Zip: 28348

**VERIFY AND PROCEED** ←

Acknowledge the ‘User Agreement’ – Read fully, check ALL boxes to agree to the conditions and then click ‘I Agree Continue’:



← Create Tuition Assistance Request: Bachelor of Applied Science in Health Sciences

**User Agreement**

In order to simplify the application process, you should be aware of or have the following information:

- Access to your student registration information. This will help you identify the course information needed for your tuition assistance request. You will need the following information: course codes, course titles, number of credit hours, credit hour type (semester or quarter), and cost per credit hour.
- Exact term dates for your courses. These dates are set by your institution and is inclusive of the entire term. These dates will not fluctuate based on your individual schedule.
- Ensure your personal data is up-to-date on your education record. This is crucial in making sure your tuition assistance request flows properly.

You must agree to all conditions in order to submit this application for approval:

**FINANCIAL**

- I agree that no changes will be made in the above course(s) or dollar amounts without the approval of the issuing education center staff; otherwise, I will pay the difference to the Army and/or the school.
- I understand that the Army will pay 100% of my tuition up to \$250 per SH not to exceed 16SH per fiscal year (FY). I agree to pay the remaining amount and any other costs and fees. I understand that I may use both Tuition Assistance (TA) and Credentialing Assistance; however, the combined usage shall not exceed \$4000 per FY.
- I understand that I will reimburse the Total Government Cost above for non-completions, unsatisfactory grades (undergraduate "D" or below, graduate "C" or below, or equivalents), incomplete "I" grades unresolved 180 days after the class end date, or withdrawals if determined that the failure to complete the course was not due to reasons beyond my control (IAW AR 621-5). I hereby voluntarily authorize the amount to be withdrawn from my pay. Collection of this debt will be in accordance with DoDFMR, Vol 7A, Chapter 50.
- I understand that this application does not guarantee that funds are available, and that the US Army has no obligation to fund this application until it has been approved by the education services staff.
- I understand that TA for courses starting in the next FY is conditional until receipt of the TA funds.

**ACADEMIC**


- I understand that it is my responsibility to ensure my grades are updated in the Army official system of record (ArmyIgnited). Grades that are 60 days past class end date are considered overdue and will prevent me from applying for TA and will result in recoupment of TA.
- I authorize the release of academic information (course grades, degree completion status, etc.) by the above institution to the Army (PL 93-568). I grant permission for the Army to share my academic information as needed with Army Civilians and Army Contractors only for their responsibilities and contracts for education services/programs. All policies and conditions in AR 621-5 apply.

**PRIVACY ACT STATEMENT:**

**AUTHORITY:** 50 USC 2007; Payment of Tuition for Off-Duty Training or Education, AR 621-5, Army Continuing Education System.  
**PRINCIPAL PURPOSE:** To process an individual's request for Army Tuition Assistance (TA). For additional information see the System of Records Notice A0621-1-ARHC, <https://dodcl.defense.gov/Privacy/SORNI/index/DOO-wide-SORNI-Article-View/Article/570092/0421-1-arhc.aspx>  
**ROUTINE USES:** Information will be viewed by Army Continuing Education System personnel or academic institutions who have a need for it in the performance of their duties. In addition, this information is subject to proper and necessary routine uses identified in the system of records notice(s) specified in the principal purpose statement above.  
**DISCLOSURE:** Voluntary; however, failure to provide the information may result in denial of Army Tuition Assistance (TA).

**PENALTY STATEMENT:**

There are severe criminal and civil penalties for knowingly submitting false, fictitious, or fraudulent application and for requesting federal funding that duplicates course costs funded elsewhere.

**I AGREE, CONTINUE** 


Verify current 'Education Center', identify if 'Deployed' then select 'Next':

← Create Tuition Assistance Request: Bachelors of Applied Science in Administration


1 Demographic 2 Institution 3 Term Dates 4 Courses

**What is your Servicing Education Center?**

Selecting the wrong Army Education Center may result in your tuition assistance request application being delayed or disapproved.

Location\*  
 Fort Bragg Education Center (ADSAEC) 

Are you applying for funding from a deployed location?  
 Yes  No

**NEXT** 


Verify 'Education Institution' is correct; ensure correct 'Campus' is selected; input 'Institutional Student ID' then click 'Next':


← Create Tuition Assistance Request: Bachelors of Applied Science in Administration

1 Demographic 2 Institution 3 Term Dates 4 Courses


**What is your Institution?**

If you would like to enroll (or a course(s)) at an institution that is not assigned to your education goal, please contact your servicing Education Center.

Institution  
 AMERICAN MILITARY UNIVERSITY (AMU) 

Campus\*  
 AMERICAN MILITARY UNIVERSITY- MAIN CAMPUS 

Institution Student ID\*  
 123456

**BACK** **NEXT** 

Select correct **'Start and End Dates'**: **Please Note:** please refer to your Registration Confirmation Page to ensure that you are selecting the dates of the correct term. Both 8- and 16-week courses have the same course start date. **You must select the term dates of your actual course registration in order to be granted course access. If incorrect course dates are selected, you will need to resubmit a request for approval.**

← Create Tuition Assistance Request: Bachelors of Applied Science in Administration

Demographic Institution Term Dates Courses

What are your exact start and end dates?

Select the exact term dates provided by the institution. Using the wrong dates can delay the application approval.

2022 Summer Session A

Jul 4, 2022 — Oct 23, 2022

2022 Summer Session B

Jul 4, 2022 — Aug 28, 2022

2022 Summer Session K

Aug 1, 2022 — Nov 20, 2022

2022 Summer Session I

Aug 1, 2022 — Sep 25, 2022

Different Term Dates

BACK NEXT

Add your enrolled course by clicking on **'Add Course'**:

← Create Tuition Assistance Request: Bachelors of Applied Science in Administration

Demographic Institution Term Dates Courses

You have 45.00 remaining semester hour credits to apply towards this goal.

ADD COURSE

BACK SUBMIT CANCEL

Select your desired course by clicking on the **'+'**:  
 AMU has uploaded courses into ArmyIgnitedED. The courses will be displayed on your screen. Courses can be filtered by **'Code - Title'** and / or by **'Keyword'**.

← Create Tuition Assistance Request: Bachelors of Applied Science in Administration

Demographic Institution Term Dates Courses

ADD COURSES MANUALLY BACK

Subject Keyword

	Code - Title	Level	Credits	Credit Type
+	ACCT100 - Accounting I	Undergraduate	3	Semester Hour
+	ACCT101 - Accounting II	Undergraduate	3	Semester Hour
+	ACCT105 - Accounting for Non Accounting Majors	Undergraduate	3	Semester Hour
+	ACCT202 - Introduction to Payroll	Undergraduate	3	Semester Hour
+	ACCT300 - Financial Accounting	Undergraduate	3	Semester Hour

**Remaining Funding**

Fiscal Year  
\$2,500.00

**Remaining Credits**

Undergraduate Credit Cap  
124

Graduate Credit Cap  
39

Input ALL course information. Ensure that the course information matches your institution. Then click ‘Add Course’:

**Please Note:** The Military TA rate should always be selected when using TA.

← Create Tuition Assistance Request: Bachelors of Applied Science in Administration

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Demographic Institution Term Dates Courses

Code \* PSYC101 Title \* Introduction to Psychology

Level \* Undergraduate Location \* DL/Online Number of Credits \* 3 Credit Type \* SH

Cost Per Credit

- \$285 - Civilian TA Undergraduate  
This cost applies to GS employees using Civilian TA for undergraduate coursework
- \$250 - Military TA Undergraduate  
This cost applies to Airmen using Military TA for undergraduate coursework
- \$250 - MyCAA  
This cost applies to spouse's of Airmen for undergraduate coursework
- Different Cost?

ADD COURSE BACK

**Remaining Funding**

Fiscal Year  
**\$2,500.00**

**Remaining Credits**

Undergraduate Credit Cap  
**124**

Graduate Credit Cap  
**39**

Click ‘Submit’. **DO NOT** select “Add Course”. You should submit a separate TAR for each course you are enrolled in.

← Create Tuition Assistance Request: Bachelors of Applied Science in Administration

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Demographic Institution Term Dates Courses

You have 42.00 remaining semester hour credits to apply towards this goal.

PSYC101 - Introduction to Psychology

Credits	Credit Cost	Government Cost	Student Cost
3	\$250.00	\$750.00	\$0.00

ADD COURSE

**Costs**

Total Costs	Government Costs	Student Costs
\$750.00	\$750.00	\$0.00

**Remaining Funding**

Fiscal Year  
**\$1,750.00**

**Remaining Credits**

Undergraduate Credit Cap  
**121**

Graduate Credit Cap  
**39**

BACK SUBMIT

You will then receive a confirmation that your TA request has been submitted. Please note your ‘TA Request ID’ and click ‘Finish’: (Note: you have the option to ‘Print TA Request’ for your own reference. AMU will receive the approved TAR electronically.)

## Tuition Assistance Request Application: Application Submitted



Congratulations your tuition assistance request has been approved!

Your tuition assistance request ID is 826



Here are your next steps

- 1 Go to your institution's website and register with your institution. Make sure you are enrolled in the correct courses on your institution's website.
- 2 If your school requests your tuition assistance document you can print that here using the button below.
- 3 You can view your Tuition Assistance Requests section under your Education Record to check the status and details of your applications.



PRINT TA REQUEST

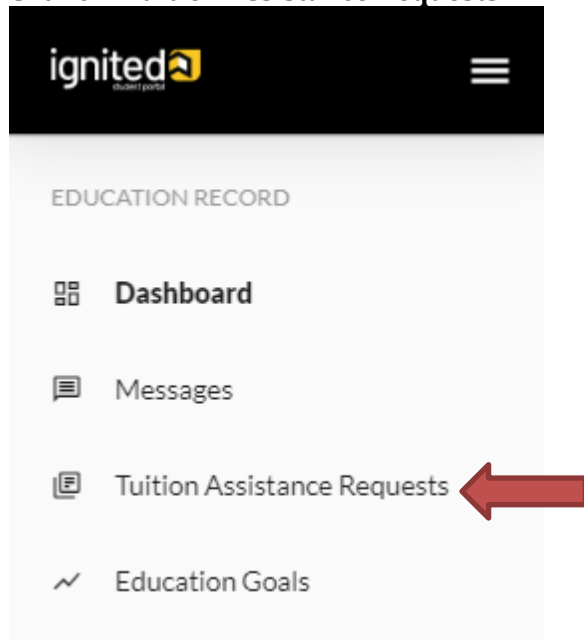
FINISHED



### [Step Four: Viewing an ArmyIgnitED Tuition Assistance Request](#)

Once TA Request has been submitted for review, you can check on the status of your TA Requests in the [ArmyIgnitED](#) Portal. Please review the following steps to access your submitted TAR's.

Click on '**Tuition Assistance Requests**':



← Tuition Assistance Requests

Tuition Assistance Requests    Other Funded Enrollments

Filter By

**ID #373-AMERICAN MILITARY UNIVERSITY (AMU)**  
**PENDING APPROVAL** • ACTIVE TA

MATH110 - College Algebra	08/01/2022 - 11/20/2022	Level: Undergraduate	Grade:	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
BIOL133 - General Biology I with Lab	08/01/2022 - 11/20/2022	Level: Undergraduate	Grade:	Credits: 4	Government Cost: \$1,000.00	Student Cost: \$0.00

CANCEL

**ID #372-AMERICAN MILITARY UNIVERSITY (AMU)**  
**APPROVED** • ACTIVE TA

PSYC221 - Personality Theories	08/01/2022 - 11/20/2022	Level: Undergraduate	Grade:	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
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PRINT PDF    CANCEL

**ID #48-AMERICAN MILITARY UNIVERSITY (AMU)**  
**APPROVED** • ACTIVE TA

PSYC101 - Introduction to Psychology	05/30/2022 - 07/31/2022	Level: Undergraduate	Grade:	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
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PRINT PDF

If TA has been approved, then **APPROVED** will be listed under the course.  
 If TA is still in a pending status, then **'PENDING APPROVAL'** will be listed under the course.

You also have the option to **'cancel'** TA Request as well as view/print PDF of TA Request Form:

← Tuition Assistance Requests

Tuition Assistance Requests    Other Funded Enrollments

Filter By

**ID #373-AMERICAN MILITARY UNIVERSITY (AMU)**  
**PENDING APPROVAL** • ACTIVE TA

MATH110 - College Algebra	08/01/2022 - 11/20/2022	Level: Undergraduate	Grade:	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
BIOL133 - General Biology I with Lab	08/01/2022 - 11/20/2022	Level: Undergraduate	Grade:	Credits: 4	Government Cost: \$1,000.00	Student Cost: \$0.00

CANCEL

**ID #372-AMERICAN MILITARY UNIVERSITY (AMU)**  
**APPROVED** • ACTIVE TA

PSYC221 - Personality Theories	08/01/2022 - 11/20/2022	Level: Undergraduate	Grade:	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
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PRINT PDF    CANCEL

**ID #48-AMERICAN MILITARY UNIVERSITY (AMU)**  
**APPROVED** • ACTIVE TA

PSYC101 - Introduction to Psychology	05/30/2022 - 07/31/2022	Level: Undergraduate	Grade:	Credits: 3	Government Cost: \$750.00	Student Cost: \$0.00
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PRINT PDF

IF 'CANCEL' is selected:

The screenshot shows the 'Tuition Assistance Requests' page. A modal dialog box titled 'Cancel Tuition Assistance Request' is open, asking for confirmation to cancel an application. The dialog includes the text: 'Are you sure you want to cancel this tuition assistance request application? There is no undo operation and you will have to resubmit your application.' Below the text are two buttons: 'YES' and 'NO'. A red arrow points to the 'YES' button. The background shows a list of requests with columns for course name, dates, level, grade, credits, government cost, and student cost.

**Please Note:** Once 'YES' is selected, the operation CANNOT be undone. A resubmission would need to be completed.

[Help with the TAR process: HelpDesk Information Hub](#)

If you need assistance using the system to submit TA Requests in the [ArmyIgnitED](#) Portal, please review the following information.

Click '?' at right side of screen:

The screenshot shows the ArmyIgnitED portal dashboard. The top navigation bar includes the 'ignited' logo, a menu icon, and 'EDUCATION PROGRAMS'. A red arrow points to a help icon (?) in the top right corner. Below the navigation bar, there is a 'TA PROCESS UPDATES!' notification and a 'Dashboard' button.

Select the appropriate area for which you require assistance:

## How can we help?

Welcome to our knowledge base

### FAQs



#### Frequently Asked Questions

Please check out our FAQs if you are having issues, we keep them up to date with relevant topics to your education needs.

### Support Tickets



No Tickets

ADD TICKET

### Documents and Links



#### Documents and Links

Browse our documents related to funding programs, policies, and more.

### FAQs:

- Type in the description for what you are searching:



### Support Tickets:

Scroll through the different categories to ensure that your question / concern gets submitted in the correct category

- Education Goal or Tuition Assistance Requests
- Credentialing Assistance
- Personal Data
- Institutions
- Submit a Complaint Against an Institution
- Technical Issues

**Education Goal or Tuition Assistance Requests:**

- Click **'Submit Message'**:

← Help Ticket

Which area do you need assistance with?

**Education Goal or Tuition Assistance Requests**

Issues Related To

<ul style="list-style-type: none"> <li>• Assistance creating a tuition assistance request</li> <li>• Tuition assistance request information needs to change</li> <li>• Grades are missing, overdue, or wrong</li> <li>• I am receiving an error statement</li> <li>• I have / need an extension for my course</li> <li>• I need assistance clearing a system warning</li> </ul>	<ul style="list-style-type: none"> <li>• Issues regarding the evaluated degree plan</li> <li>• Need to drop a course</li> <li>• Problems creating a goal</li> <li>• Questions concerning my credit caps</li> <li>• Questions concerning my GPA</li> <li>• Recoupment or refund questions</li> <li>• Want to change academic institutions or major</li> </ul>
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You will need to contact your education center for assistance. Their contact information is below.

USAG Hawaii Hub/Schofield Barracks Education Center Education Center  
 DSN: 314-632-5440  
 Commercial Phone: 011390434305440  
 Email Address: user2692@email.net

SUBMIT MESSAGE

**Personal Data:**

- Click **'Submit Message'**:

**Personal Data**

Issues Related To

<ul style="list-style-type: none"> <li>• Acquisition information needs updating (civilians only)</li> <li>• Activated end date needs updated</li> <li>• ANG/Reserve on active duty orders</li> <li>• Assigned installation needs updated</li> <li>• Assigned unit needs updated</li> <li>• Expiration Term of Service (ETS) needs updated</li> <li>• DCPDS listed as unavailable</li> <li>• I am receiving an error statement</li> </ul>	<ul style="list-style-type: none"> <li>• MIIPDS listed as unavailable</li> <li>• Name Change</li> <li>• Need assistance clearing a system warning message</li> <li>• Need to change record type (military to civilian)</li> <li>• Rank/Grade needs updating</li> <li>• Record shows you have a UIF/Referral OPR/EPR (military only)</li> <li>• Your record status needs to be updated</li> </ul>
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You will need to contact your education center for assistance. Their contact information is below.

USAG Hawaii Hub/Schofield Barracks Education Center Education Center  
 DSN: 314-632-5440  
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SUBMIT MESSAGE

Click **'Submit Message'** -> select the appropriate **'Category'** -> type the **'Subject'** -> type the message into the body of the message -> upload any documents (if applicable) -> click **'Send'**:



Create Message
✕

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Category\*  
Grades ←

Subject\*  
Missing Grades

B I U Paragraph

☰ ☰ ☰ ☰
☰ ☰ ☰
↶ ↷
↶ ↷
📎

My grades are not reflected from my previous courses.

Attachments

📎 CHOOSE FILE

Drop files here

SEND ←

**Institutions:**

- Reach out to your Educational Institution directly for ANY questions pertaining to the items listed below:

**Institutions (colleges and universities)**

Issues Related To

<ul style="list-style-type: none"> <li>• Cannot find course listed &amp; no way to proceed with tuition assistance request</li> <li>• Cannot find degree program</li> <li>• Cannot find the term dates needed</li> <li>• Degree Completion</li> <li>• How to combine funding sources for same course</li> </ul>	<div style="font-size: 40px; color: #c00; margin: 0 auto;">↓</div>	<ul style="list-style-type: none"> <li>• Need an evaluated degree plan</li> <li>• Need to drop a course</li> <li>• Need your grade reported</li> <li>• Academic Institution not listed on website to choose</li> <li>• Using alternate funding</li> </ul>
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For the above issues you will need to contact the academic institution. They have the ability and responsibility to provide a resolution for these areas. If they need assistance have them contact [aiportal@bamtech.net](mailto:aiportal@bamtech.net) for assistance using the site.

**Technical Issues:**

- Click 'Submit Ticket':

**Technical issues using ArmyIgnitED site**

Issues Related To

- Errors while processing information
- Problems signing forms or documents
- Pages or screens not loading or operating
- Errors sending system messages
- Errors accessing ArmyIgnitED areas

SUBMIT TICKET ←

Fill in the appropriate areas with the appropriate information:

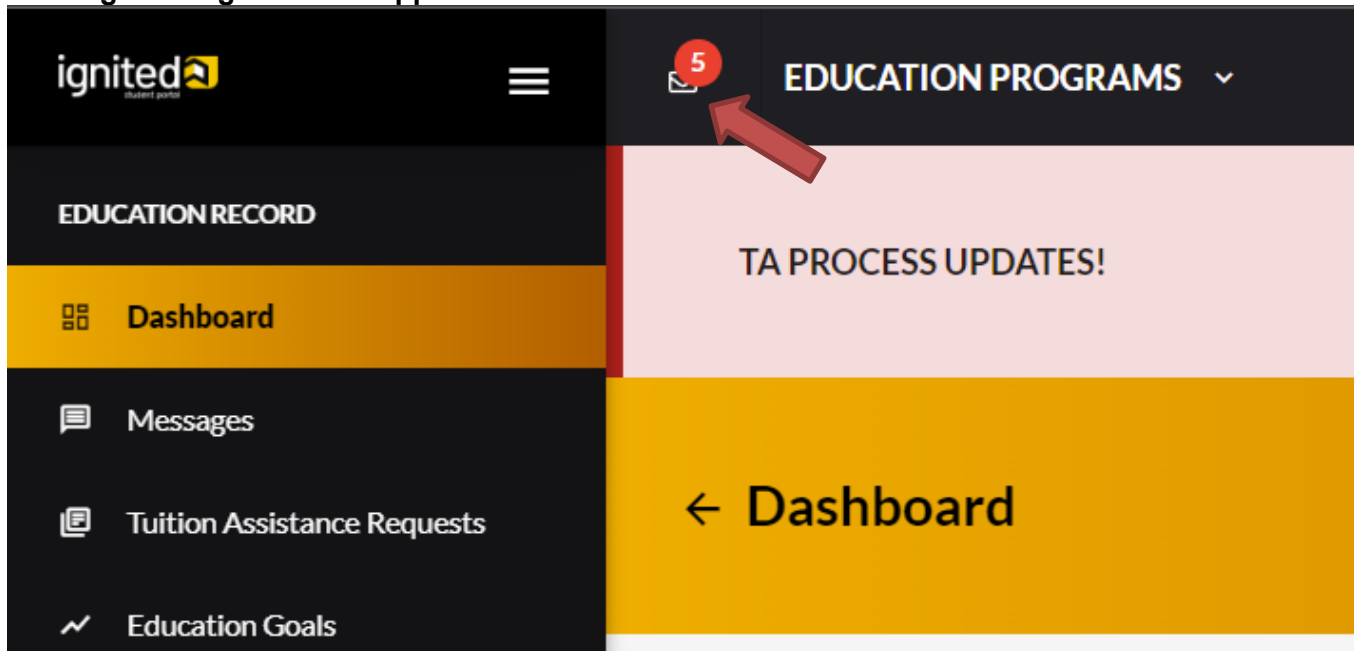
- Category
- Sub-Category
- Priority

- Description
- Attachments (if applicable)

Click **'Submit'**:

**Viewing 'HelpDesk Tickets':**

Going back to the main **'HelpDesk'** section, if a **'Support Ticket'** was submitted, the **'ticket'** will reflect. This is where you would check the status of your **'Support Ticket'**

**Viewing messages from 'Support Tickets':****NOTE THE FOLLOWING:**

- ✓ = the reply from the Education Counselor has '**RESOLVED**' this '**Support Ticket**' and NO replies are allowed
- ! = the reply from the Education Counselor has placed a '**FLAGGED**' notification on the message and replies are allowed

**[Withdrawing ArmyIgnitED Tuition Assistance Request](#)**

Please note: When dropping or withdrawing from a course, AMU is the system of record for ensuring our course is dropped or withdrawn on a specific date. All course changes will need to occur from within the AMU eCampus homepage. A 100% refund will be issued for all tuition and fees (less a late registration fee) for courses dropped prior to the end of week one.

When you drop a course in your AMU eCampus before the end of week one, we will report the drop to the Army. If all courses on the TAR are dropped, then the drop will be reported to the Army approximately 4 weeks after the start date. If you requested TA for multiple courses on the same TAR, we may not be able to report the drop until the invoicing cycle, which will delay funds from being re-allocated for future use.

**Refunds After Week One**

Refunds for academic credit courses are based on the weekly schedule of your course session. You should use the tables below to find your potential refund amount based on the session length of your course and in which week of the course session you submitted your online withdrawal request form.

Students should allow 30 days for the processing of tuition refunds. Depending on the original payment method, refunds may not be issued if there is a past due balance on the account. In some cases, credits may instead be applied to the open balance.

**Military Tuition Assistance Tuition Refund Policy: 16-Week Courses**

Withdrawal Request Date	Tuition Refund Percentage
Before or During Weeks 1 and 2	100%
During Weeks 3 and 4	75%
During Weeks 5 through 8	50%
During Weeks 9 through 10	40%
During Weeks 11through 16	No Refund

**Military Tuition Assistance Tuition Refund Policy: 8-Week Courses**

Withdrawal Request Date	Tuition Refund Percentage
Before or During Week 1	100%
During Week 2	75%
During Weeks 3 and 4	50%
During Week 5	40%
During Weeks 6 through 8	No Refund

The Department of Defense requires the University to return any unearned Military Tuition Assistance (TA) funds to the Department should a service member withdraw from a course that was paid for using TA. If a service member withdraws from any course on or before the 60% completion date (during week 5 for an 8-week course and during week 9/10 for a 16-week course), a prorated refund will be issued back to the Department for the TA funds that were provided. The schedules above determine the prorated amount of TA funds refunded to the Department based on the date of service member's withdrawal from a course. For example, if a service member withdraws from a course at the 60% mark (during week 5 for an 8-week course and during week 9/10 for a 16-week course), 40% of TA funds used for the course will be returned to the Department. In instances when a service member stops attending due to a documented military service obligation, the University will work with the affected service member to identify solutions that may not result in a student debt to the University for the portion of TA funds returned to the Department.

## **Frequently Asked Questions**

- 1. What is ArmyIgnitED?**
  - a. The Army's education platform through which the student selects and uploads their education goal and degree plan and requests financial assistance. This will be the platform for which Army students will select TA (tuition assistance).
- 2. Does an Army student have to have an account in ArmyIgnitED?**
  - a. Yes. Students must create an account following the set-up instructions provided in this document.
- 3. Where can students go to create an account in ArmyIgnitED?**
  - a. <https://www.armyignited.army.mil/>
- 4. What email address should soldier's use?**
  - a. Soldiers should use their .mil email address per the Army training guides. The system will send an email, and Soldier's must confirm to finalize the account creation. Soldiers should follow the instructions in the email to complete the account creation.
- 5. What if I had an account in ArmyIgnitED 1.0; do I have to create an account in the new ArmyIgnitED?**
  - a. Yes, every soldier must create a new account in [ArmyIgnitED](#), even if you were a ArmyIgnitED 1.0 user. A specific user ID will be assigned to all students, which will be different than the previous ID.
- 6. Does a soldier have to select AMU in ArmyIgnitED as their home school?**
  - a. After a student creates their account in ArmyIgnitED, they must create an education goal, and within that process, they will need to identify American Military University (AMU) as their home school.
- 7. What is the education goal?**
  - a. This how soldiers identify their educational goals by selecting their academic program, education institution, updating their personal information and contact information. Please note, you will need to download a copy of your Degree Plan document from your My Academic Plan page in your AMU eCampus. This form will need to be uploaded to ArmyIgnitED.
- 8. How does the soldier information get from ArmyIgnitED to AMU?**
  - a. Once a student's education goal is approved, students will then be able to request TA for courses. The Army will send TA approval information to AMU daily, which will be reviewed and processed.
- 9. Does a soldier register for their courses in ArmyIgnitED?**
  - a. No, soldier's will only register for courses in their AMU eCampus.
- 10. When can a soldier register?**
  - a. New students can register for up to 6sh after they are admitted; they will need an approved education goal and an Evaluated Degree Plan (EDP) on file before they can register for more courses. Existing students can register once their EDP file is in ArmyIgnitED.
- 11. How will a soldier drop or withdrawal from a course?**
  - a. Soldier's will submit the drop or withdrawal form in their AMU eCampus.
- 12. How will a soldier's grades be reported?**
  - a. A grade file will be sent from AMU to the Army, and the students on the file will have their grades updated.
- 13. What if a soldier has a grade changed? How will that be reported?**
  - a. Grade changes will be updated by the Military Registrations team. Please email [military@apus.edu](mailto:military@apus.edu) if your course end grade is changed on your AMU account so that the Military Registrations team can update your final grade on your ArmyIgnitED account.
- 14. What if a soldier is on a course extension? How will that be reported?**
  - a. Soldiers on extension will be reported on the grade file. After that, the Military Registrations team will update "I" grades weekly.
- 15. If a soldier is new to AMU and ArmyIgnitED, which account should be completed first?**
  - a. It is recommended that the soldier start at AMU because your AMU school ID # is needed to complete your ArmyIgnitED account, your AMU should be completed first.