**GoArmyEd-Quick Reference**

This is a Quick Reference Guide regarding critical issues in the use of the GoArmyEd system. Soldiers requesting federal tuition assistance must use the GoArmyEd system.

**Getting Started With GoArmyEd**

1. The Federal Tuition Assistance Program is a federally funded tuition assistance program that pays schools for the cost of tuition for the soldier.

**Who is eligible?**

- Soldiers who have completed one year of service beyond the completion of AIT
- All Army National Guard (ARNG) traditional and AGR soldiers in an active drilling status
- Mobilized or deployed ARNG Soldiers including both enlisted or officer
- Soldiers pursuing an associate’s, bachelor’s, or master’s degree from an accredited school
- Soldiers pursuing an undergraduate certificate or diploma from an accredited school
- Soldiers pursuing a master’s degree that have completed 10 years of military service regardless of military branch
- Soldiers who have enlisted and paid for their bachelor’s degree using their own money may use federal tuition assistance for a master’s degree without the ten year service requirement
- Soldiers attending summer school
- Soldiers taking online courses from an accredited school
- Soldiers may receive federal tuition assistance for up to 16 credit hours per fiscal year
- Soldiers may receive federal tuition assistance up to 130 credits for an undergraduate degree including an undergraduate certificate
- Soldiers may receive federal tuition assistance that will pay up to 39 credits for a master’s degree
- The GoArmyEd program is a 100% tuition assistance program up to $250 per semester hour, 16 credit hours per fiscal year (OCT1-SEP30).
2. GoArmyEd/Federal Tuition Assistance Critical Information & Tasks

- Created a fully developed GoArmyEd account?
- Know that you must have one year of service beyond the completion of AIT to use FTA at the undergraduate level?
- Know that you must have ten years of service to use FTA for a master’s degree, unless you entered the Army with a bachelor’s degree?
- Uploaded cost verification and class schedule to the Efile for the current school term?
- Uploaded degree plan to the Efile after completing six credit hours using Federal Tuition Assistance?
- Created a Course Planner after completing six credit hours using Federal Tuition Assistance?
- Course Planner and Degree Plan Approved?
- Submitted tuition assistance requests using GoArmyEd?
- Know that tuition assistance requests must be approved before the start date of courses in order to receive federal tuition assistance dollars?
- Know if you do not receive a C for each course at the undergraduate level and a B for each course at the graduate level the Army will recoup the federal tuition assistance dollars from you?
- Know that you will only receive 16 credit hours of federal tuition assistance money each fiscal year?
- Know that federal tuition assistance will only pay a maximum of $250 per credit hour?
- Know that you may use federal tuition assistance, National Guard Education Assistance Program, and the GI Bill concurrently while attending school?
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3. When Creating the GoArmyEd account it is important the following steps are must be accomplished.

a. Complete all of the application that includes the following sections:
   
i. New User Information
   
   ii. Personal Information
       1. Input an email address that you will check very frequently
       2. Provide telephone contact information with a telephone number that
          is accurate & you check

b. Complete the TA Benefits Verification
   
i. Soldier’s record must be in the Army’s Personnel Record Database
   
   ii. Complete the Quick Start Training

c. Complete the Common Application
   
i. Includes contact information
   
   ii. Demographic information
   
   iii. Prior education
   
   iv. Additional Information

d. Creation of GoArmyEd account includes providing an accurate email address and telephone contact information
   
   i. Soldiers should provide a private email address that they use frequently and check that email frequently (at least once a week).
      1. The GoArmyEd system does not process AKO & Enterprise Email addresses as quickly as the majority of private email addresses. The exception are Yahoo email accounts which also are problematic.

e. Submit the Request

FAILURE TO COMPLETE THE ABOVE STEPS WILL RESULT IN THE SYSTEM GENERATING AN INCOMPLETE GOARMYED ACCOUNT.
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Required Documentation for TA Approval

When submitting Tuition Assistance requests using GoArmyEd the following documentation must be loaded in the Efile of the Soldier’s GoArmyEd account:

1. Degree Plan after Soldier has completed 6 credit hours of course work
2. Completed and approved Course Planner after the Soldier has completed 6 semester hours of course work
3. Class schedule must be submitted each school term the Soldier is requesting TA
4. Tuition & Fees Statement must be submitted each school term
5. Course Planner must be completed after completing 6 credit hours of course work

Class schedules, tuition & fees statement, & degree plans (audits) can frequently be obtained using colleges’ web based student information systems such as the ISIS or ACCESSPLUS systems. Screen shots are also acceptable.

Required Documentation for TA Approval

1. Degree Plan Required Components
   a. School’s name
   b. Soldier’s first and last names
   c. Degree Level being pursued
   d. Degree Name
   e. States what the required courses are for degree completion
   f. Provides information stating what course work has been completed
   g. Provides information pertaining to any credits that have been transferred to the school by the Soldier

A degree plan is the same thing as a degree audit. When requesting a degree plan use the term degree audit, or if you are using a web based student information to obtain a degree plan document look for the term degree audit.
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2. **Class Schedule Required Components**

   a. School name
   
   b. Soldier’s first and last name
   
   c. Class name
   
   c. Class education code
   
   d. Catalog/class number
   
   f. Number of credit/semester hours associated with the class
   
   g. Start & end dates for the courses
   
   h. Meeting times of the courses

   The following are acceptable documents can be used to meet the Cost Verification Document requirement.

   a. Class schedule obtained from your school’s student information system
   
   b. Class schedule if necessary may consist of a memo on school letterhead

   Also the following are acceptable documents that can be used to meet the Class Schedule Document requirement.

   a. Class schedule obtained from the registrar’s office
   
   b. Class schedule obtained from the VA Certifying official

   Figure 1 on the following page shows an example of a class schedule generated that meets GoArmyEd Requirements.
Notice the school’s name, Soldier’s name, class name, class education code, catalog number, number of credit semester hours, start and end dates, and the meeting times of classes are stated on this class schedule document.
3. **Tuition & Fees Statement Required Components**

   a. School’s name
   
   b. Soldier’s first and last name
   
   c. Tuition cost separated from fees
   
   d. Fees that are separated from the tuition

The following are acceptable documents can be used to meet the Cost Verification Document requirement.

   a. U Bill obtained from your school’s student information system
   
   b. A memo on school letterhead

Also the following are acceptable documents that can be used to meet the Class Schedule Document requirement.

   a. Cost verification document obtained from the school billing office
   
   b. Cost verification document obtained from the VA Certifying official

Figure 2 shows a cost verification document generated from the Iowa State University ACCESSPLUS student information system. Notice the tuition and fees are clearly stated separately as required by GoArmyEd requirements.

![Figure 2-Cost Verification Document Example, Iowa State University](image-url)
The Cost Verification Document below is from Des Moines Area Community College and provides the required information for a valid cost verification document.

**Figure 3-Des Moines Area Community College Cost Verification Example**

<table>
<thead>
<tr>
<th>TERM</th>
<th>DATE</th>
<th>DESCRIPTION</th>
<th>CHARGES</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>INV1</td>
<td>19</td>
<td>INV1</td>
<td>-695.00</td>
<td>10</td>
</tr>
<tr>
<td>201302</td>
<td>19-NOV-12</td>
<td>Online Technology Fee</td>
<td>75.00</td>
<td></td>
</tr>
<tr>
<td>201302</td>
<td>19-NOV-12</td>
<td>Tuition/Web Class Spring</td>
<td>-395.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tuition/Cred Class(s)-Spring</td>
<td>395.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CURRENT BILLED BALANCE</td>
<td>875.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>-- AUTHORIZED FINANCIAL AID --</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pell Grant</td>
<td>428.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FINANCIAL AID BALANCE</td>
<td>428.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>PAST DUE</td>
<td>00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FUTURE BALANCE:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>TOTAL DUE</td>
<td>$435.00</td>
<td></td>
</tr>
</tbody>
</table>

Tuition Cost Stated Separately From the Fee
4. **Fees**
   
a. The Federal Tuition Assistance Program does not pay any fees.

5. **Suspense Dates**
   
a. Soldiers may submit tuition assistance requests sixty days prior to the start date of each class.

b. Tuition assistance requests must be approved by the end of the day before the start date of the course in order for the tuition assistance request to be approved and funded.

c. Soldiers who have completed six credit hours of course work must complete and have approved a Course Planner before they will be permitted to submit tuition assistance requests.

d. There is no grace period after the start date of a course for the Soldier to submit tuition assistance requests.

f. Critical Importance for Soldiers to know when the start date of classes is and use time management to insure they don’t miss the above Suspense Dates

6. **Dropping Classes**
   
a. Time is of critical importance when dropping a class. Soldiers cannot procrastinate.

i. Soldier Must Take Action

b. Soldier must drop the class before the start date in the GoArmyEd system

c. Soldier must drop the class on the school side

d. After dropping the course in the school system, the soldier must drop the class in GoArmyEd

e. Failure to drop classes before the start date will result in a recoupment action
7. **Dropping One Class & Adding A Class**
   a. Soldier must drop the class before the start date
   b. Soldier must drop the class on the school side
   c. Soldier must then drop the class in GoArmyEd
   d. Soldier must add the class to be picked up on the school side
   e. Soldier must add the class to be picked up on the GoArmyEd side

8. **Avoiding Recoupment Due to Dropping A Class After the Start Date**
   a. If a Soldier drops a class in a school’s student information system after the start date of the class, the Soldier must also drop the class in the GoArmyEd system.
      i. A recoupment is automatically generated by the GoArmyEd system when a Soldier drops a course after the Start Date of the course in the GoArmyEd system.
   b. To avoid recoupment for dropping a class after the Start Date the Soldier must contact the Billing Office and ask for the person who handles GoArmyEd to “reject the class.”
      i. By having the school’s billing office reject the class in the GoArmyEd system, the recoupment is automatically cancelled.
      ii. Once the course is cancelled by the school rejecting the course in GoArmy the Army is no longer billed and the Soldier does not owe the school for the class.
   1. The exception to this rule is when 19% of the school term has expired

9. **Withdrawal For Military Reasons**
   a. Soldiers may request a Withdrawal for Military Reasons when events beyond his or her control prevent successful completion of the class.
   b. Examples of valid reasons are: unanticipated mission-related duties or deployment, emergency leave, reassignment, illness or hospitalization, death of a family member, etc.
   c. Approval of a military withdrawal by ACES HQ will prevent or cancel a recoupment.
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10. Grades & Grade Point Averages

a. After completing 15 semester hours, Soldiers enrolled in undergraduate courses must maintain a minimum of a 2.0 GPA to remain eligible to receive Federal Tuition Assistance.

b. After completing six semester hours, Soldiers enrolled in master’s degree courses must maintain a minimum of a 3.0 GPA to remain eligible to receive Federal Tuition.

c. Soldiers must obtain a minimum of a C for each course they complete to avoid recoupment for the course where they obtain either a D or an F for the final grade.

d. Soldiers must obtain a minimum of a B for each course they complete to avoid recoupment for the course where they obtain either a C, D or an F for the final grade.

11. Point of Contact Information

a. Soldiers should make use of the GoArmyEd Helpdesk which can help answer a wide range of questions and also help Soldiers create a Help Desk Case. The GoArmyEd Helpdesk can be reached at 1-800-817-9990.

b. Soldiers are encouraged to contact the Federal Tuition Assistance manager for Iowa and or the IANG Education Services Office if they are encountering problems in the use of GoArmyEd. The IANG Education Services Office can be contact at 1-515-252-4468.

c. Contact Information for the Federal Tuition Assistance Manager is:

Michael Robinson
Education Services Specialist
Federal Tuition Assistance Manager Iowa
IANG-Education Services Office
(515) 252-4422

michael.p.robinson1.civ@mail.mil

Be sure to use the above email address especially during the months of JUL-SEP and DEC-FEB which are high volume months for requesting federal tuition assistance. Your questions will be answered more quickly by using email.