



GO ARMY ED



# Soldier Quick Start Training

Getting Started in GoArmyEd

## Course Objective

---

This Quick Start Guide will provide you with the basics, enabling you to:



Understand the role GoArmyEd plays in your education



Navigate the site easily and effectively



Recognize the resources available for when you have questions



Make the most of your TA benefits to complete your degree

## **Table of Contents**

---

- 1. GoArmyEd Overview**
- 2. Requesting TA**
- 3. Where to Find More Information**
- 4. How to Get Help**
- 5. Key Definitions**

# GoArmyEd Overview



GO ARMY ED

## What is GoArmyEd?

GoArmyEd is a website designed to help you manage your education while serving in the U.S. Army. GoArmyEd allows you to:



Access and manage  
your Tuition Assistance  
(TA) usage



Request TA for courses  
and ensure compliance  
with Army TA policies



Register for classes  
and manage course  
enrollment



Track your degree  
progress and school  
information

## Module 1 Overview

---

### Quick Start Guide

## Module 1: GoArmyEd Overview

Overview

Related Tutorials



**GO ARMY ED**

GoArmyEd Overview

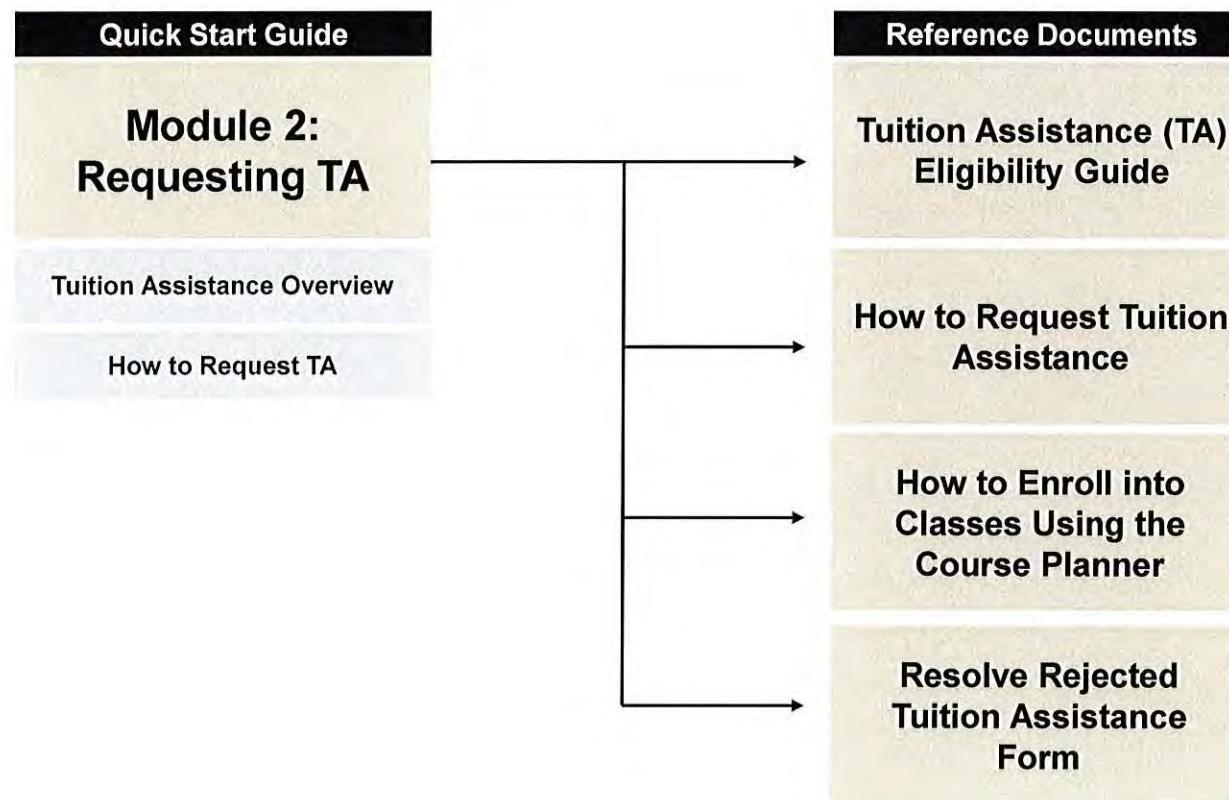
Requesting TA

Where to Find More  
Information

How to Get Help

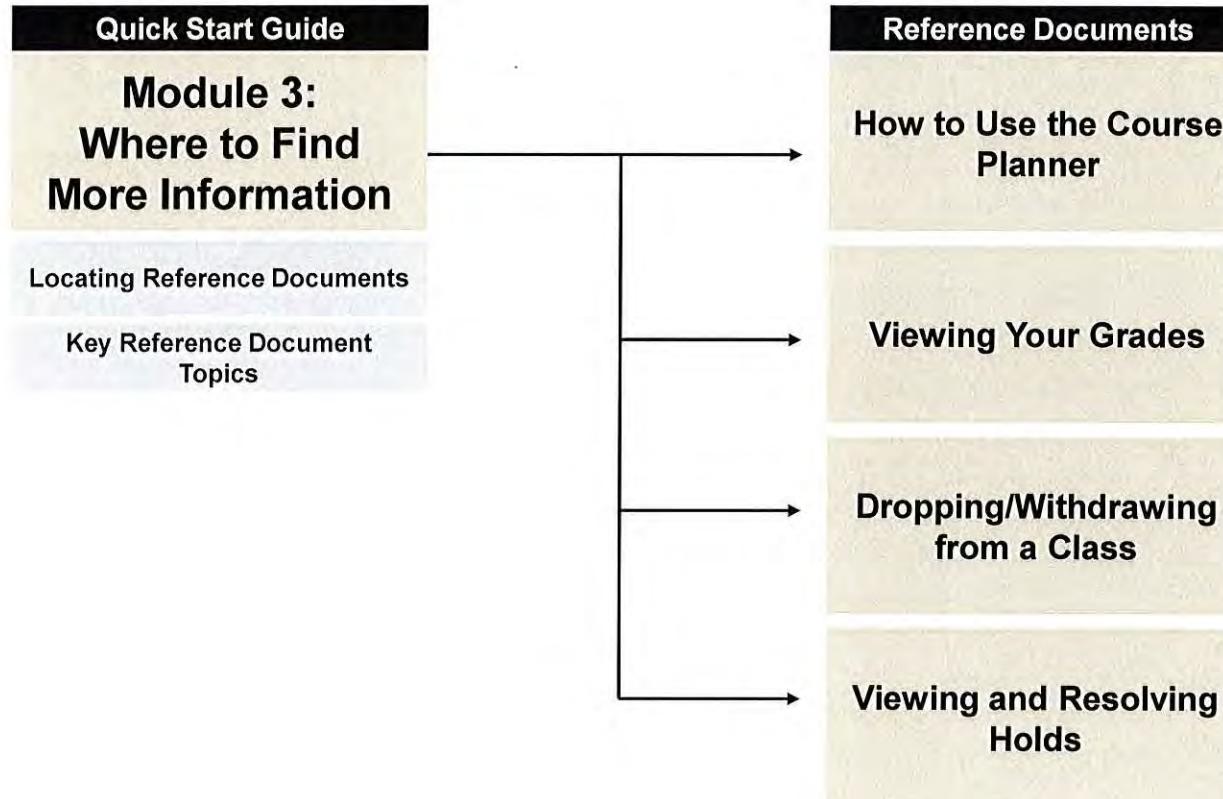
Key Definitions

## Module 2 Overview



\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).

## Module 3 Overview



\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).



GoArmyEd Overview

Requesting TA

Where to Find More Information

How to Get Help

Key Definitions

## Module 4 Overview

---

### Quick Start Guide

## Module 4: How to Get Help using GoArmyEd

Resources Available

Reference Documents

Assistance Center

Helpdesk

\*Click on a box to view the page (must be logged into GoArmyEd).



**GO ARMY ED**

GoArmyEd Overview

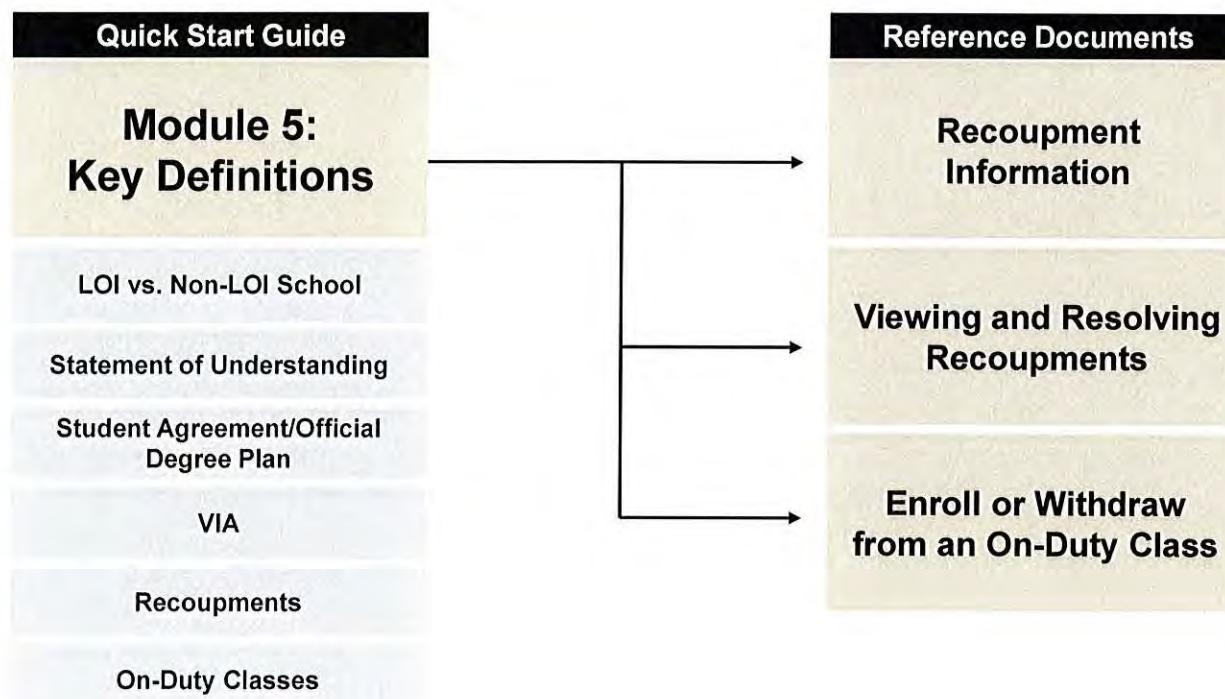
Requesting TA

Where to Find More  
Information

How to Get Help

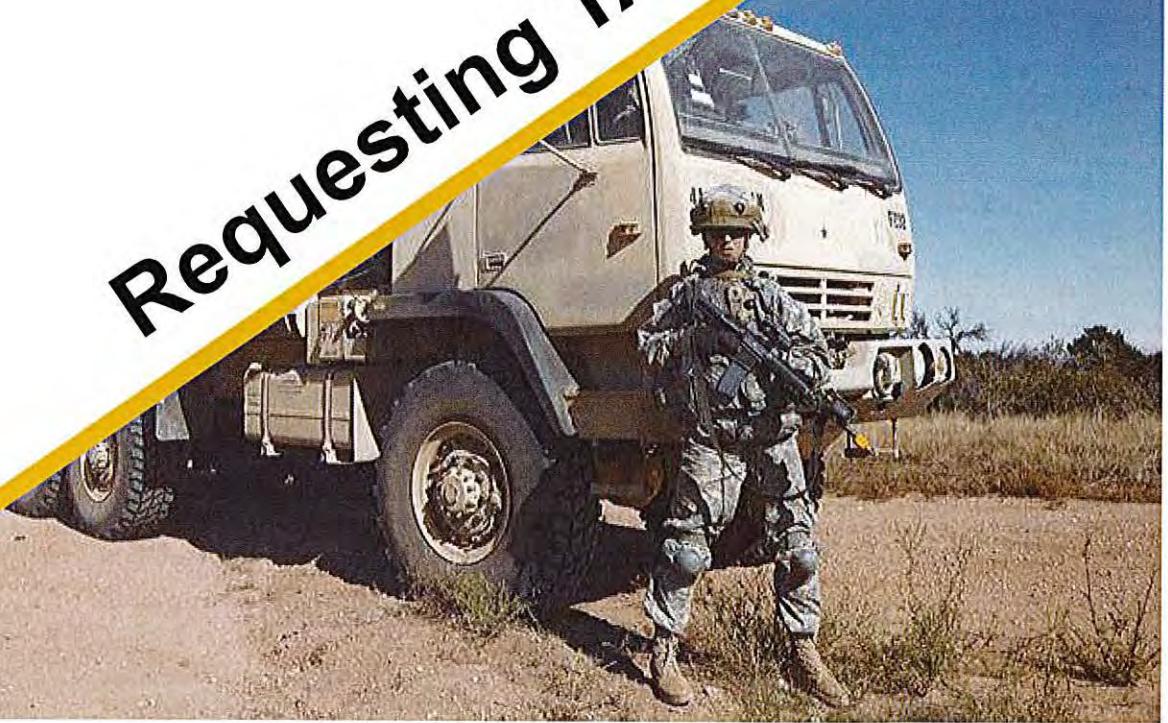
Key Definitions

## Module 5 Overview



\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).

Requesting TA



GO ARMY ED

# Overview

---

Before submitting a TA request, it is important to know the following:

**1**

Your TA Request in GoArmyEd must be approved before the class start date

**2**

TA can only be used to pay for classes that are needed to complete your degree

**3**

You must complete the VIA survey in GoArmyEd to select a career path, school, and degree



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More Information

How to Get Help

Key Definitions

## How to Request TA – Step 1: Complete VIA

GoArmyEd homepage

Request TA Benefits

**TA Benefits Verification**

You are not currently eligible to use TA benefits at this time due to the following reasons:

- ☒ Your record was not found in the Army's Personnel Record Database. You may not request TA at this time. Please contact your personnel office first to check that your personnel record is correct. If you still need assistance, select the "Helpdesk" button above to create a helpdesk case.
- ☒ You may not request TA at this time because, according to Army records, your Military Personnel Classification Code (E - Enlisted, O - Commissioned Officer, or W - Warrant Officer) is not consistent with your rank. Please contact your personnel office to check that your personnel record is correct. If you still need assistance, please create a helpdesk case.

Interested in starting a college degree? Use VIA to explore your recommended Career options, Degrees and Schools.

**LAUNCH VIA**

[Return to Homepage](#)

1

Complete all survey questions.

2

Compare options and select a career path, degree, and school. Submit for Army Education Counselor approval.



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

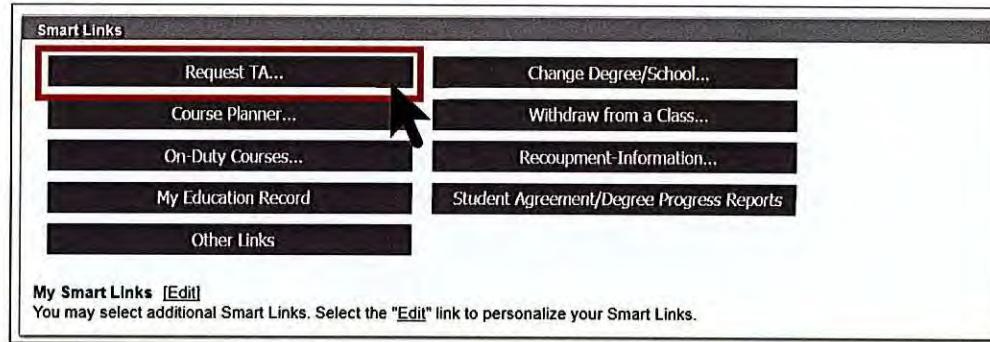
Where to Find More Information

How to Get Help

Key Definitions

## How to Request TA – Step 2: Submit Request

*Once VIA selections have been approved:*



**1**

Depending on your School and degree choice,  
the process to request TA will differ slightly.

**2**

Search for or enter course information for all courses  
that you would like to request TA payment for.

**3**

For more detailed instructions, log in to GoArmyEd  
and view the [Reference Document](#).



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions

Where to Find More Information



GO ARMY ED

# Reference Documents

---

## What are Reference Documents?



Instruction guides that take you step-by-step through different processes in GoArmyEd (PDFs and videos)



Other education-policy related documents and informational resources



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More Information

How to Get Help

Key Definitions

# Locating the Reference Documents

*GoArmyEd homepage*

The image consists of three vertically stacked screenshots of the GoArmyEd portal. The top screenshot shows the 'Smart Links' section with various options like 'Request TA...', 'Course Planner...', 'On-Duty Courses...', 'My Education Record', 'GoArmyEd Tutorials', 'Change Degree/School...', 'Withdraw from a Class...', 'Recoupment-Information...', and 'Student Agreement/Degree Progress Reports'. The 'GoArmyEd Tutorials' link is highlighted with a red box and a black arrow pointing to it. The middle screenshot shows the 'Student Training' section with a link to 'View Reference Documents', which is also highlighted with a red box and a black arrow. The bottom screenshot shows the 'Reference Documents' section, listing various document types and their names. A specific document titled 'Soldier Reference Documents' is highlighted with a red box and a black arrow.

Smart Links

- Request TA...
- Course Planner...
- On-Duty Courses...
- My Education Record**
- GoArmyEd Tutorials**
- Change Degree/School...
- Withdraw from a Class...
- Recoupment-Information...
- Student Agreement/Degree Progress Reports

Other Links

My Smart Links [Edit]  
You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

Student Training

The Soldier Quick Start Training provides Soldiers with an overview of the GoArmyEd portal. It explains the student administrative transactions that you will perform using the GoArmyEd portal. Take your Soldier Quick Start Training today to learn more about what GoArmyEd will do for you.

- [View Soldier Quick Start Video](#)
- [View Quick Start Training](#)
- [View Reference Documents](#)**

Reference Documents

Below is a list of reference documents to assist you with performing transactions using the GoArmyEd portal. These documents include step-by-step instructions, process flowcharts, quick references, and technical specifications. A small icon indicates that the document is new or has been revised within the past 30 days.

HINT: Use CTRL F on your keyboard to enter a keyword in the Find field that appears.

Select a Reference Document Category: ALL

Document Type	Name
Other Materials	Career Program Manager Training Manager
Step-by-Step Instructions	How to use the Course Planner
Step-by-Step Instructions	How to Enroll into Classes Using the Course Planner

This document explains how to enroll into classes using the steps on

# Key Reference Documents Topics



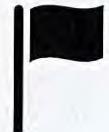
How to Use the  
Course Planner

Dropping/  
Withdrawing from  
a Class



How to Request TA  
Using the Tuition  
Assistance  
Request Form

Viewing Your  
Grades



Viewing and  
Resolving Holds



Viewing and  
Resolving  
Recoupments



Enrolling in an On-  
Duty Class



Changing Your  
Home School or  
Degree

\*Click on an icon to view the corresponding Reference Document (must be logged into GoArmyEd).



GO ARMY ED

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions

How to Get Help Using GoArmyEd



## Ways to Get Help on GoArmyEd

If you have questions about your TA benefits or using GoArmyEd, there are several places you can go for help:

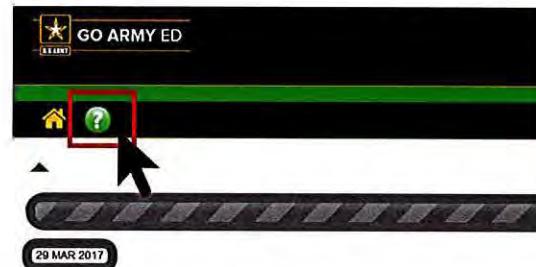
Source	Description
<b>Reference Documents</b>	Step-by-step instructions for completing different tasks within GoArmyEd
<b>Assistance Center</b>	Informational topics that address frequently asked questions
<b>GoArmyEd Helpdesk</b>	Assistance with <u>technical</u> questions or concerns about GoArmyEd
<b>Your Army Education Counselor</b>	Assistance with non-technical questions about your education (TA benefits, school or degree choice, etc.)



# Assistance Center

## What is the Assistance Center?

Searchable site to find detailed answers and step-by-step support for frequently asked questions



## How do I use it?

Search by entering keyword(s), or use the Categories drop-down to search for information on a specific topic

A screenshot of the GoArmyEd Assistance Center page. The page has a teal header bar with the text "Welcome to the GoArmyEd Assistance Center page where you can search for answers and information on GoArmyEd related topics." Below the header, there's a search interface with a "Search by Keyword" input field, a dropdown menu for "All Categories", and two buttons: "Search" and "Advanced Search". The "Search" button is highlighted with a red box. To the right of the search interface is a sidebar with a "Topics" section containing a link to "View topics of common frequently asked questions". Below the sidebar is a "Latest Topics" section listing several recent questions along with their submission dates. At the bottom of the page is a "Popular Topics" section listing more frequently asked questions with their respective view counts.

# Helpdesk

Contact the Helpdesk for help with technical questions or concerns about GoArmyEd.

Welcome to the GoArmyEd Assistance Center page where you can search for answers and information on GoArmyEd related topics.

GoArmyEd Assistance Center

Search

Search by Keyword

- All Categories -

Advanced Search

Topics

View topics of common frequently asked questions.

Top Rated Topics

- Soldier - Will a hold prevent me from taking or completing a class I am already enrolled in?
- Soldier/Civilian/DA Intern - How do I look up degrees available in GoArmyEd?
- Soldier/Civilian/DA Intern - How do I upload a document in eFile?
- Soldier - How do I view my grades?
- Army Civilian/DA Intern - How do I print a Standard Form (SF) 182?

Rating

Still need help? Visit the GoArmyEd Helpdesk Resources page to create a case. [Helpdesk Resources](#)

**Before contacting the Helpdesk, search the Reference Documents and Assistance Center for the answer to your question.**

Helpdesk Contact Information

Education Centers

Please contact your Army Education Counselor for questions relating to your education.

GoArmyEd Helpdesk Phone Numbers

Monday through Friday: 7:00 a.m. to 8 p.m. Eastern Time  
Saturday and Sunday: Closed

Create Helpdesk Case

To contact the Helpdesk, open the Assistance Center and scroll to the bottom of the page to locate Helpdesk Resources.

Select to view phone numbers to call the Helpdesk for live assistance from any location, or to create a case online.

# Key Definitions



GO ARMY ED

## LOI vs. Non-LOI Schools

The school that you choose to take courses with will be classified as either LOI (Letter of Instruction) or Non-LOI.

School Type	Description	What that means for you
<b>LOI School</b>	School has uploaded it's classes and tuition costs to an online course schedule in GoArmyEd	<ul style="list-style-type: none"><li>• Register for classes directly in GoArmyEd</li><li>• Registering for classes does not require Army Education Counselor/ESS review and approval</li></ul>
<b>Non-LOI School</b>	School has not uploaded it's classes and tuition costs in GoArmyEd	<ul style="list-style-type: none"><li>• Enter class and tuition cost information yourself on a TA Request Form in GoArmyEd</li><li>• Army Education Counselor/ESS approval is required to register for classes</li><li>• Register for classes both in GoArmyEd and directly at the School</li></ul>



**GO ARMY ED**

[GoArmyEd Overview](#)

[Requesting TA](#)

[Where to Find More Information](#)

[How to Get Help](#)

[Key Definitions](#)

## Statement of Understanding (SOU)

A Statement of Understanding (SOU) outlines the terms and conditions of using Army Tuition Assistance.

- A SOU is a signed acknowledgement by a Soldier that he/she understands the TA policies.
- Each quarter, when you go to request TA, the SOU will appear. You must read it thoroughly, check the box indicating that you have read it and agree to the terms, then submit in order to proceed.



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions

25

## Student Agreement (SA) / Official Degree Plan

A Student Agreement/Official Degree Plan specifies the course requirements for earning your chosen degree.

- A Student Agreement/Official Degree Plan must be uploaded to your Student Record before you complete either 1) your sixth credit hour at your home school or 2) your ninth credit hour at any school, or a hold will be placed on your account.



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

**Key Definitions**

**26**

## VIA

VIA is a decision support tool designed to help Soldiers make more informed decisions about their education goals and use of their TA benefits.

- VIA is a 50-question survey that uses your interests, work values, and personal education preferences to make personalized career path recommendations.
- Based on your responses, VIA recommends career paths, degree options, and schools that offer your chosen degree, and allows you to easily compare and contrast options before making a selection.
- All Soldiers must complete the VIA survey prior to requesting TA. Soldiers will automatically be directed to VIA when they first select “**Request TA**” in GoArmyEd.



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions

## Recoupments

Recoupments are financial actions taken by the Army to collect from a Soldier TA funds that were previously paid on your behalf. Recoupment information is outlined in your Statement of Understanding (SOU).

Common examples of why a recoupment might occur:

- You took a class that does not advance you towards your chosen degree plan
- You received an unsatisfactory grade, per Army policy
- You withdrew from a class for personal reasons

[Reference Document: Recoupment Information](#)



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions

## On-Duty Classes

On-duty classes are non-degree related courses that are offered on post by Army Education Centers. Soldiers can enroll directly on GoArmyEd for on-duty classes.

Examples of on-duty programs offered include:

- Basic Skills Education Program
- GT Improvement Courses
- General Education Development (GED) Test Preparation
- Reading Skills Development
- Preparation for College
- Professional Development

[Reference Document: Enrolling in an On-Duty Class](#)



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions



GO ARMY ED



# Soldier Quick Start Training

Module 1: GoArmyEd Overview

## Table of Contents

---

### **1. GoArmyEd Overview**

### **2. Requesting TA**

### **3. Where to Find More Information**

### **4. How to Get Help**

### **5. Key Definitions**

## What is GoArmyEd?

GoArmyEd is a website designed to help you manage your education while serving in the U.S. Army. GoArmyEd allows you to:



Access and manage  
your Tuition Assistance  
(TA) usage



Request TA for courses  
and ensure compliance  
with Army TA policies



Register for classes  
and manage course  
enrollment



Track your degree  
progress and school  
information

## Module 1 Overview

---

Quick Start Guide

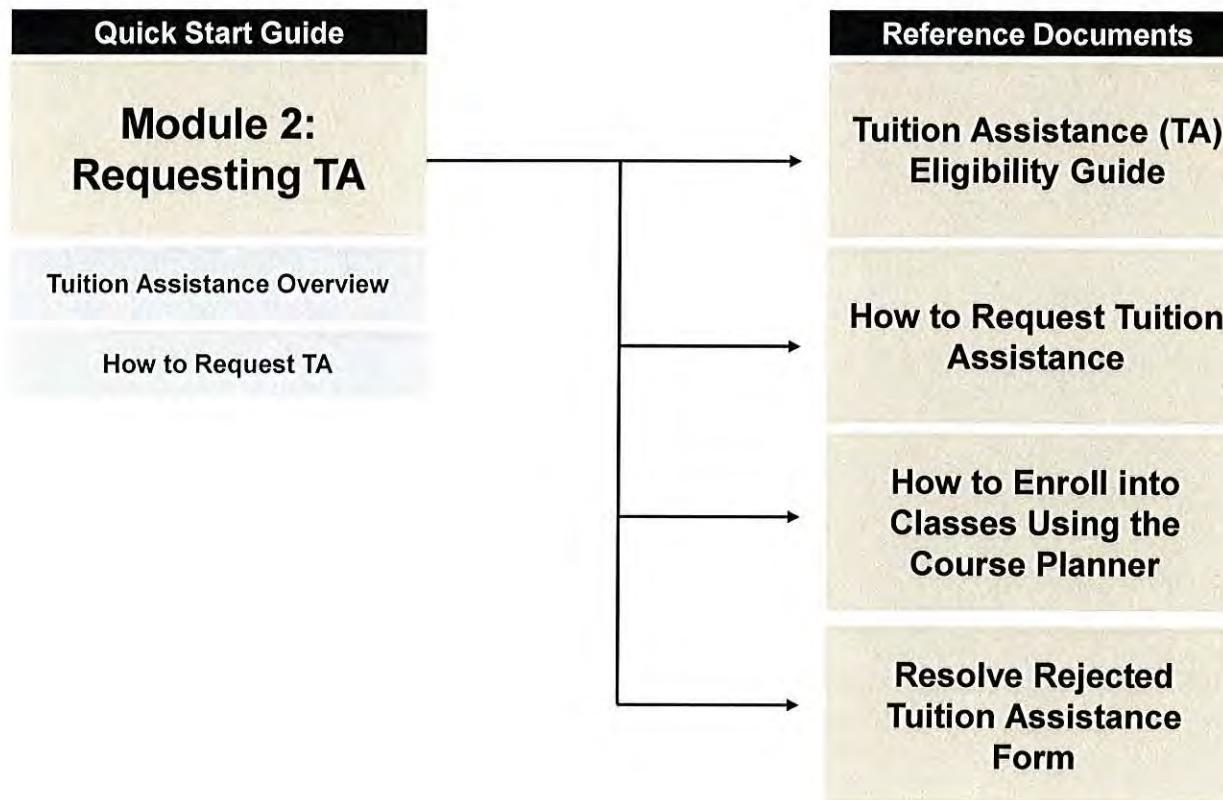
### Module 1: GoArmyEd Overview

Overview

Related Tutorials



## Module 2 Overview



\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

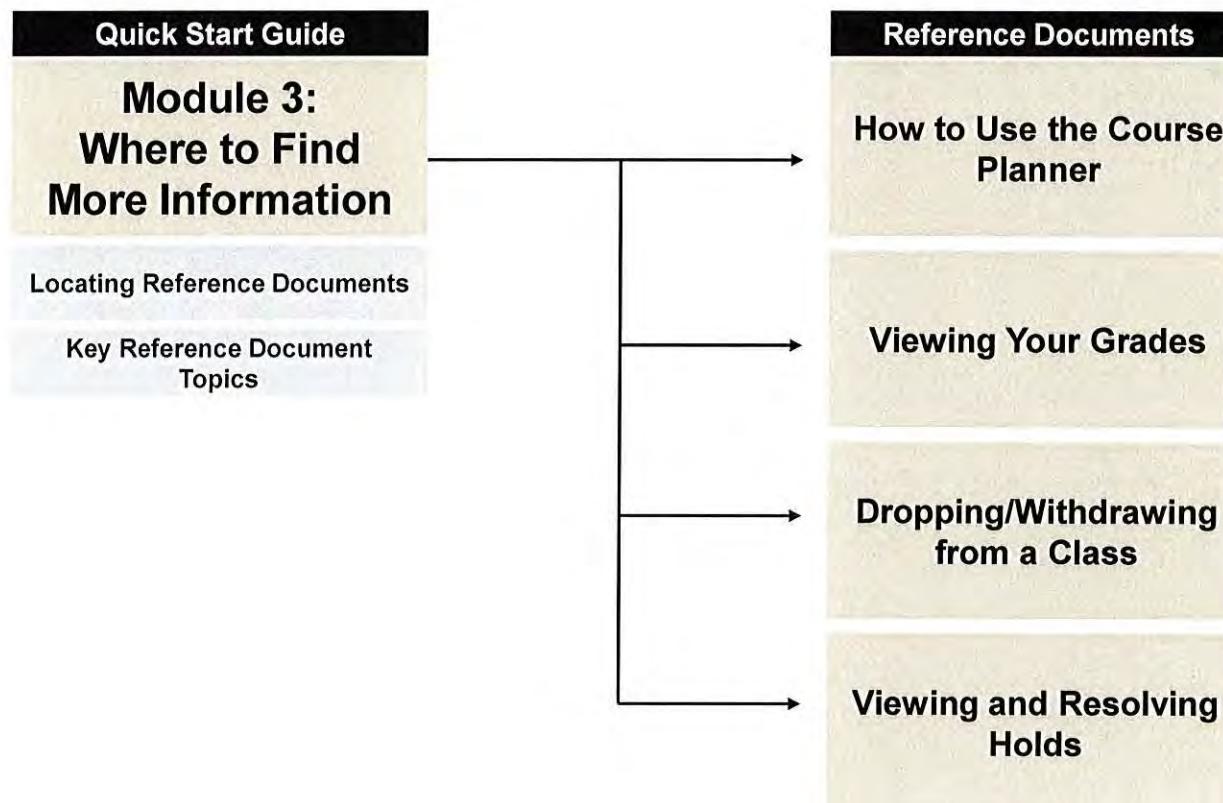
Where to Find More Information

How to Get Help

Key Definitions

## Module 3 Overview

---



\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More Information

How to Get Help

Key Definitions

## Module 4 Overview

---

### Quick Start Guide

### Module 4: How to Get Help using GoArmyEd

Resources Available

Reference Documents

Assistance Center

Helpdesk

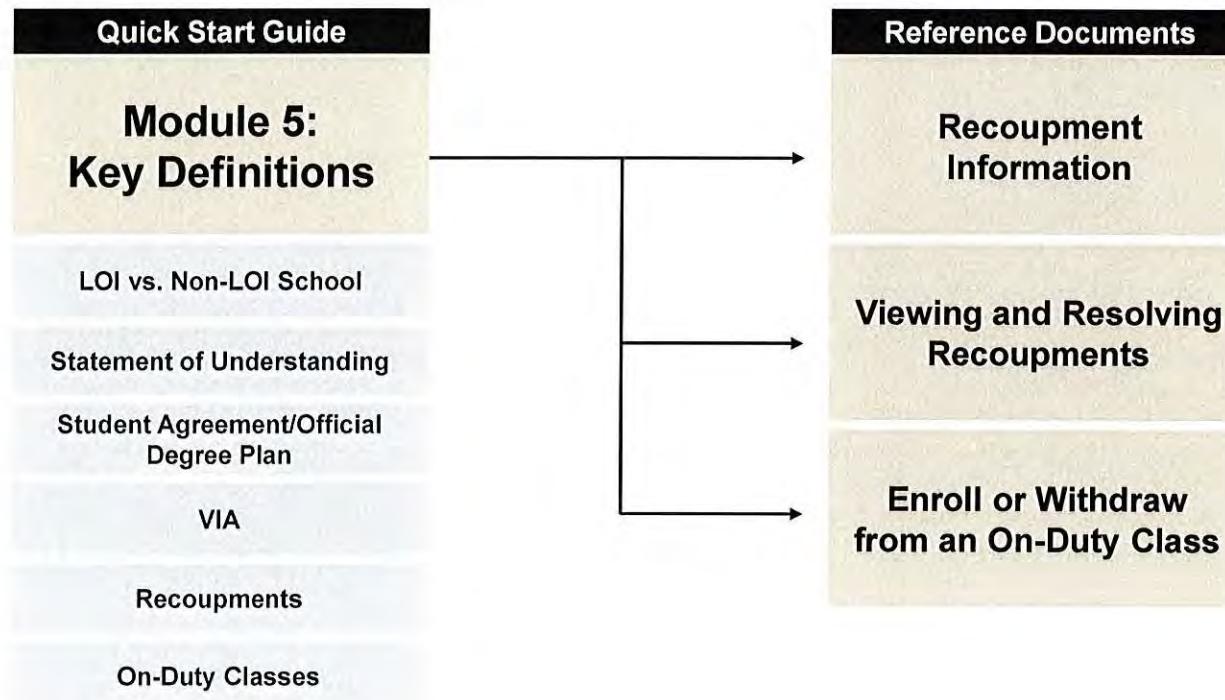
\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).



GO ARMY ED

## Module 5 Overview

---



\*Click on a box to view the corresponding Reference Document (must be logged into GoArmyEd).



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More Information

How to Get Help

Key Definitions



**GO ARMY ED**



# **Soldier Quick Start Training**

**Module 2: Requesting TA**

## Table of Contents

---

**1. GoArmyEd Overview**

**2. Requesting TA**

**3. Where to Find More Information**

**4. How to Get Help**

**5. Key Definitions**

## Overview

---

Before submitting a TA request, it is important to know the following:

**1**

Your TA Request in GoArmyEd must be approved before the class start date

**2**

TA can only be used to pay for classes that are needed to complete your degree

**3**

You must complete the VIA survey in GoArmyEd to select a career path, school, and degree



**GO ARMY ED**

## How to Request TA – Step 1: Complete VIA

GoArmyEd homepage

Request TA Access      On-Duty Courses...      Army Personnel Testing  
My Education Record      Training      Other Links

Request TA Benefits

**TA Benefits Verification**

You are not currently eligible to use TA benefits at this time due to the following reasons:

- ✖ Your record was not found in the Army's Personnel Record Database. You may not request TA at this time.  
Please contact your personnel office first to check that your personnel record is correct. If you still need assistance, select the "Helpdesk" button above to create a helpdesk case.
- ✖ You may not request TA at this time because, according to Army records, your Military Personnel Classification Code (E - Enlisted, O - Commissioned Officer, or W - Warrant Officer) is not consistent with your rank. Please contact your personnel office to check that your personnel record is correct. If you still need assistance, please create a helpdesk case.

Interested In starting a college degree? Use VIA to explore your recommended Career options, Degrees and Schools.

**LAUNCH VIA**

[Return to Homepage](#)

1

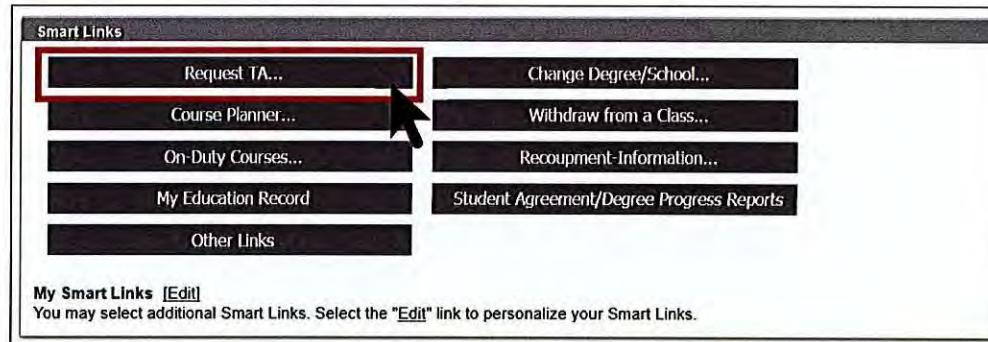
Complete all survey questions.

2

Compare options and select a career path, degree, and school. Submit for Army Education Counselor approval.

## How to Request TA – Step 2: Submit Request

*Once VIA selections have been approved:*



**1**

Depending on your School and degree choice,  
the process to request TA will differ slightly.

**2**

Search for or enter course information for all courses  
that you would like to request TA payment for.

**3**

For more detailed instructions, log in to GoArmyEd  
and view the [Reference Document](#).



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions



GO ARMY ED



# Soldier Quick Start Training

Module 3: Where to Find More Information

## Table of Contents

---

**1. GoArmyEd Overview**

**2. Requesting TA**

**3. Where to Find More Information**

**4. How to Get Help**

**5. Key Definitions**



## Reference Documents

---

### What are Reference Documents?



Instruction guides that take you step-by-step through different processes in GoArmyEd (PDFs and videos)



Other education-policy related documents and informational resources

# Locating the Reference Documents

*GoArmyEd homepage*

The screenshot shows the GoArmyEd homepage with a 'Smart Links' section containing various links like 'Request TA...', 'Change Degree/School...', etc. Below this is a box titled 'My Smart Links [Edit]' with the instruction 'You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.' A red box highlights the 'GoArmyEd Tutorials' link, which is also pointed to by a mouse cursor.

*Student Training*

The screenshot shows the 'Student Training' page. It includes a brief description of the Soldier Quick Start Training and three bullet points: 'View Soldier Quick Start Video', 'View Quick Start Training', and 'View Reference Documents'. The 'View Reference Documents' link is highlighted with a red box and a mouse cursor.

*Reference Documents*

The screenshot shows the 'Reference Documents' page. It lists various document categories and their details. Under 'Step-by-Step Instructions', there are two items: 'How to use the Course Planner' and 'How to Enroll into Classes Using the Course Planner'. The 'How to use the Course Planner' link is highlighted with a red box and a mouse cursor.

# Key Reference Documents Topics



How to Use the  
Course Planner

Dropping/  
Withdrawing from  
a Class



How to Request TA  
Using the Tuition  
Assistance  
Request Form

Viewing Your  
Grades



Viewing and  
Resolving Holds



Viewing and  
Resolving  
Recoupments



Enrolling in an On-  
Duty Class



Changing Your  
Home School or  
Degree

\*Click on an icon to view the corresponding Reference Document (must be logged into GoArmyEd).



GO ARMY ED

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions



GO ARMY ED



# Soldier Quick Start Training

Module 4: How to Get Help

## Table of Contents

---

**1. GoArmyEd Overview**

**2. Requesting TA**

**3. Where to Find More Information**

**4. How to Get Help**

**5. Key Definitions**

## Ways to Get Help on GoArmyEd

If you have questions about your TA benefits or using GoArmyEd, there are several places you can go for help:

Source	Description
<b>Reference Documents</b>	Step-by-step instructions for completing different tasks within GoArmyEd
<b>Assistance Center</b>	Informational topics that address frequently asked questions
<b>GoArmyEd Helpdesk</b>	Assistance with <u>technical</u> questions or concerns about GoArmyEd
<b>Your Army Education Counselor</b>	Assistance with non-technical questions about your education (TA benefits, school or degree choice, etc.)

## Reference Documents

---

### What are Reference Documents?



Instruction guides that take you step-by-step through different processes in GoArmyEd (PDFs and videos)



Other education-policy related documents and informational resources

# Locating the Reference Documents

*GoArmyEd homepage*

Smart Links

Request TA...	Change Degree/School...
Course Planner...	Withdraw from a Class...
On-Duty Courses...	Recoupment Information...
<b>My Education Record</b>	Student Agreement/Degree Progress Reports
<b>GoArmyEd Tutorials</b>	Other Links

My Smart Links [Edit]  
You may select additional Smart Links. Select the "Edit" link to personalize your Smart Links.

*Student Training*

The Soldier Quick Start Training provides Soldiers with an overview of the GoArmyEd portal. It explains the student administrative transactions that you will perform using the GoArmyEd portal. Take your Soldier Quick Start Training today to learn more about what GoArmyEd will do for you.

- [View Soldier Quick Start Video](#)
- [View Quick Start Training](#)
- **[View Reference Documents](#)**

*Reference Documents*

Below is a list of reference documents to assist you with performing transactions using the GoArmyEd portal. These documents include step-by-step instructions, process flowcharts, quick references, and technical specifications. A small blue icon indicates that this document is new or has been revised within the past 30 days.

HINT: Use CTRL F on your keyboard to enter a keyword in the Find field that appears.

Select a Reference Document Category: ALL

Document Type	Name
Other Materials	Career Program Manager Training Manager
Step-by-Step Instructions	How to use the Course Planner
Step-by-Step Instructions	How to Enroll into Classes Using the Course Planner

18 April, 2017

Soldier Reference Documents

This document explains how to use the steps on the Course Planner to enroll into classes using the Course Planner.

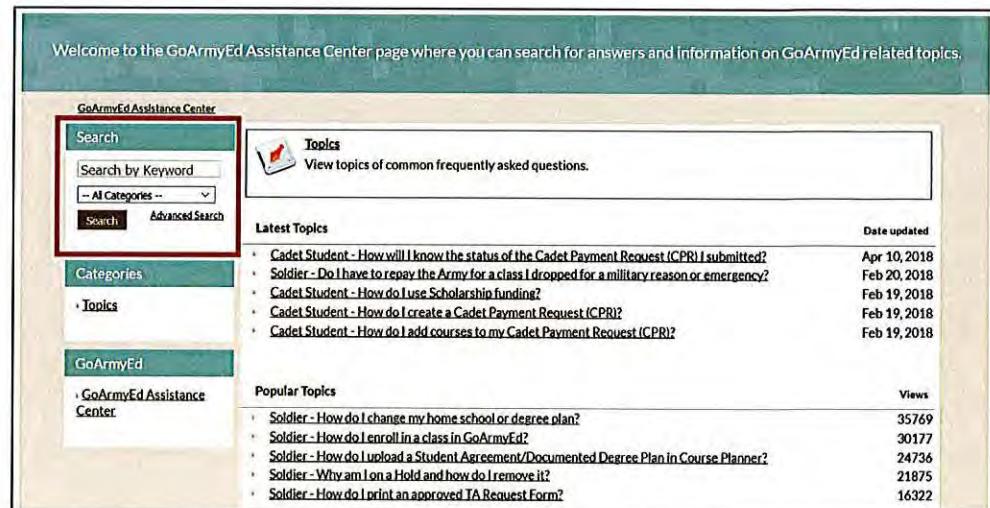
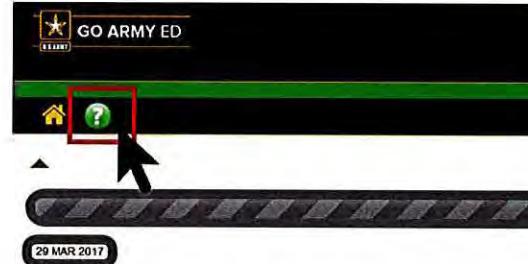
# Assistance Center

## What is the Assistance Center?

Searchable site to find detailed answers and step-by-step support for frequently asked questions

## How do I use it?

Search by entering keyword(s), or use the Categories drop-down to search for information on a specific topic



Welcome to the GoArmyEd Assistance Center page where you can search for answers and information on GoArmyEd related topics.

**GoArmyEd Assistance Center**

**Search**

Search by Keyword  
- All Categories -

**Categories**

Topics

**GoArmyEd**

GoArmyEd Assistance Center

**Topics**

View topics of common frequently asked questions.

**Latest Topics**

Topic	Date updated
Cadet Student - How will I know the status of the Cadet Payment Request (CPR) I submitted?	Apr 10, 2018
Soldier - Do I have to repay the Army for a class I dropped for a military reason or emergency?	Feb 20, 2018
Cadet Student - How do I use Scholarship funding?	Feb 19, 2018
Cadet Student - How do I create a Cadet Payment Request (CPR)?	Feb 19, 2018
Cadet Student - How do I add courses to my Cadet Payment Request (CPR)?	Feb 19, 2018

**Popular Topics**

Topic	Views
Soldier - How do I change my home school or degree plan?	35769
Soldier - How do I enroll in a class in GoArmyEd?	30177
Soldier - How do I upload a Student Agreement/Documented Degree Plan in Course Planner?	24736
Soldier - Why am I on a Hold and how do I remove it?	21875
Soldier - How do I print an approved TA Request Form?	16322

# Helpdesk

Contact the Helpdesk for help with technical questions or concerns about GoArmyEd.

Welcome to the GoArmyEd Assistance Center page where you can search for answers and information on GoArmyEd related topics.

GoArmyEd Assistance Center

Search

Search by Keyword

All Categories

Advanced Search

Topics

View topics of common frequently asked questions.

Top Rated Topics

- Soldier - Will a hold prevent me from taking or completing a class I am already enrolled in?
- Soldier/Army Civilian/DA Intern - How do I look up degrees available in GoArmyEd?
- Soldier/Army Civilian/DA Intern - How do I upload a document in eFile?
- Soldier - How do I view my grades?
- Army Civilian/DA Intern - How do I print a Standard Form (SF) 102?

Rating

Still need help? Visit the GoArmyEd Helpdesk Resources page to create a case. [Helpdesk Resources](#)

**Before contacting the Helpdesk, search the Reference Documents and Assistance Center for the answer to your question.**

Helpdesk Contact Information

Education Centers

Please contact your Army Education Counselor for questions relating to your education.

GoArmyEd Helpdesk Phone Numbers

Monday through Friday: 7:00 a.m. to 8 p.m. Eastern Time  
Saturday and Sunday: Closed

Create Helpdesk Case

To contact the Helpdesk, open the Assistance Center and scroll to the bottom of the page to locate Helpdesk Resources.

Select to view phone numbers to call the Helpdesk for live assistance from any location, or to create a case online.



GO ARMY ED



# Soldier Quick Start Training

Module 5: Key Definitions

## Table of Contents

---

**1. GoArmyEd Overview**

**2. Requesting TA**

**3. Where to Find More Information**

**4. How to Get Help**

**5. Key Definitions**

## LOI vs. Non-LOI Schools

The school that you choose to take courses with will be classified as either LOI (Letter of Instruction) or Non-LOI.

School Type	Description	What that means for you
<b>LOI School</b>	School has uploaded it's classes and tuition costs to an online course schedule in GoArmyEd	<ul style="list-style-type: none"><li>• Register for classes directly in GoArmyEd</li><li>• Registering for classes does not require Army Education Counselor/ESS review and approval</li></ul>
<b>Non-LOI School</b>	School has not uploaded it's classes and tuition costs in GoArmyEd	<ul style="list-style-type: none"><li>• Enter class and tuition cost information yourself on a TA Request Form in GoArmyEd</li><li>• Army Education Counselor/ESS approval is required to register for classes</li><li>• Register for classes both in GoArmyEd and directly at the School</li></ul>



**GO ARMY ED**

## Statement of Understanding (SOU)

A Statement of Understanding (SOU) outlines the terms and conditions of using Army Tuition Assistance.

- A SOU is a signed acknowledgement by a Soldier that he/she understands the TA policies.
- Each quarter, when you go to request TA, the SOU will appear. You must read it thoroughly, check the box indicating that you have read it and agree to the terms, then submit in order to proceed.



GO ARMY ED

## **Student Agreement (SA) / Official Degree Plan**

---

A Student Agreement/Official Degree Plan specifies the course requirements for earning your chosen degree.

- A Student Agreement/Official Degree Plan must be uploaded to your Student Record before you complete either 1) your sixth credit hour at your home school or 2) your ninth credit hour at any school, or a hold will be placed on your account.



**GO ARMY ED**

## VIA

---

VIA is a decision support tool designed to help Soldiers make more informed decisions about their education goals and use of their TA benefits.

- VIA is a 50-question survey that uses your interests, work values, and personal preferences to make personalized career path recommendations.
- Based on your responses, VIA recommends career paths, degree options, and schools that offer your chosen degree, and allows you to easily compare and contrast options before making a selection.
- All Soldiers must complete the VIA survey prior to requesting TA. Soldiers will automatically be directed to VIA when they first select “Request TA” in GoArmyEd.



GO ARMY ED

# Recoupments

Recoupments are financial actions taken by the Army to collect from a Soldier TA funds that were previously paid on your behalf. Recoupment information is outlined in your Statement of Understanding (SOU).

Common examples of why a recoupment might occur:

- You took a class that does not advance you towards your chosen degree plan
- You received an unsatisfactory grade, per Army policy
- You withdrew from a class for personal reasons

[Reference Document: Recoupment Information](#)



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions

## On-Duty Classes

On-duty classes are non-degree related courses that are offered on post by Army Education Centers. Soldiers can enroll directly on GoArmyEd for on-duty classes.

Examples of on-duty programs offered include:

- Basic Skills Education Program
- GT Improvement Courses
- General Education Development (GED) Test Preparation
- Reading Skills Development
- Preparation for College
- Professional Development

[Reference Document: Enrolling in an On-Duty Class](#)



**GO ARMY ED**

GoArmyEd Overview

Requesting TA

Where to Find More  
Information

How to Get Help

Key Definitions