

ACES TA EXCEPTION REQUESTS FOR AGR/MOBILIZED SOLDIERS

INSTRUCTIONS

ALL REQUESTS

1. Complete “TA Exception Request – Cover Sheet” on **page 4** for all requests.
2. Include a **statement** written by the Soldier explaining in detail the reasons why the Soldier did not follow the correct procedures. In cases of Education Center or school misguidance include a statement from the ESO/counselor or school.
3. Send completed pages and attachments via email from the Education Services Officer to: ARM-EI. Send requests via email to Mrs. Kelly Zimmermann at: Kelly.zimmermann@us.army.mil.
4. The email subject line must be in the following format: “TA Exception Request *Installation Name/Soldier last name*”.

NON-RECOUPMENT REQUESTS (AFTER-THE-FACT “MILITARY DROPS”)

5. For non-recoupment requests (“military drops”) Soldier must also complete **page 5**, “Information Required to Process a Military Drop.”
6. For non-recoupment requests (after-the-fact “military drops”) include a **statement from the commander**.

AFTER-THE-FACT TA REQUESTS FOR NON-LOI SCHOOLS

7. For after-the-fact TA reimbursement requests (non-LOI schools) Soldier must also complete **page 6**, “Information Required to Process TA Reimbursement Request forms (non-LOI Schools)”.

PAPERWORK TO SEND WITH AN EXCEPTION REQUEST

DO SEND:

- Cover sheet
 - Must be fully & accurately filled out
- Statement signed by the Soldier (or copy of email from Soldier to ESO as long as it is the clear that comes from the Soldier – e.g. AKO email address)
 - For after-the-fact TA requests, the statement must explain clearly why the Soldier did not request TA through GoArmyEd prior to the start of the course
 - For after-the-fact consideration of non-recoupment, the Statement must explain why the Soldier did not withdraw through the portal prior to the end of the course

(Note: if the exception is due to “fault” on the part of Education Center or LOI school personnel the statement should be from the ESO/counselor or school official).
- For cases requesting after-the-fact military drop: Statement signed by the Soldier’s commander
 - Must include dates of military reason/hospitalization/illness/emergency leave
 - Must address whether or not the military reason could have been anticipated by the Soldier
 - Must address why the Soldier did not withdraw through the GoArmyEd portal

DON’T SEND (we will ask for these if needed):

- Printouts or screenshots from iMARC.
- Printouts or screenshots from CRM cases / GoArmyEd
- Soldier’s LES
- Commander’s statements (except as related to “military drops” or other situations that the commander is able to verify from direct personal knowledge)
- College invoices or bills

CASES THAT SHOULD NOT BE FORWARDED

ESO SHOULD REJECT THESE REQUESTS LOCALLY:

- Any request in which the Soldier has not provided a statement in the Soldier's own words explaining why procedures were not followed.
- Any request in which the Soldier has not provided all the required information.
- Any case where the ESO knows that the Soldier has been properly counseled on GoArmyEd procedures.

- Requests for after-the-fact TA if any of the following apply:
 - There is no evidence that the Soldier made any attempt to inquire about TA procedures prior to starting the course.
 - The Soldier enrolled through the portal 24 Oct 06 or later, and is requesting that the costs be changed from Soldier self-pay to TA (the portal is now very clear when the Soldier agrees to pay out-of-pocket).
 - The class started 1 Nov 06 or later, the Soldier's case is based on the argument that s/he was confused about procedures, but there is nothing indicating that the Soldier attempted to get assistance or that the Soldier was misguided.
 - The class started 1 Nov 06 or later, the Soldier completed the common application, and the Soldier's case rests solely on the argument that the Soldier thought the common application was sufficient to obtain TA.

- Requests for after-the-fact "military drops" /non-recoupment/ re-credit of recouped dollars if any of the following apply:
 - Dates on the commander's memo do not match up with the dates of the course.
 - Commander's memo does not clearly state that the reasons for withdrawal could not have been anticipated by the Soldier prior to the start of the course.
 - Soldier received a failing grade, had sufficient opportunity to withdraw, but did not withdraw through either the portal or the school.
 - Soldier's case is based on personal problems (e.g. car broke down) or unresolved issues between the Soldier and the school (e.g. Soldier didn't receive materials or was unable to access software provided by a non-eArmyU school).
 - Soldier's case is based on inability to withdraw through the portal, the course started 1 Nov 06 or later, and the commander's memo does not clearly show that withdrawal was not possible.

TA EXCEPTION REQUEST – COVER SHEET

EDUCATION CENTER: _____

TYPE OF REQUEST:

- _____ (A) After-the-fact TA
 _____ There is currently no enrollment in GoArmyEd for this course
 _____ There is an enrollment for this course, but there is an error
_____ (B) Recoupment issue/ “military drop”
_____ (C) Other: _____

COURSE TIMEFRAME:

- _____ (A) 1 May 06 or later
_____ (B) 1 Oct 05 – 30 Apr 06
_____ (C) Other: _____

SHORT SUMMARY OF CASE & WHY ESO SUPPORTS AN EXCEPTION:

SOLDIER, SCHOOL & COURSE DETAILS:

Last 4 of SSN: _____ First Name: _____
Soldier Last Name (as it appears in GoArmyEd): _____

School: _____
School is (check one): LOI (classes in portal) _____ non-LOI (reimbursement) _____

Course Information:

	Course #1	Course #2	Course #3
Course number (e.g. ENG 101)			
Course section (required only for after-the-fact TA request with LOI school)			
Course is eArmyU? (Yes or No)			
Course start date			
Course end date			
TA cost for this course			

INFORMATION REQUIRED TO PROCESS A “MILITARY DROP”

(FOR ALL NON-RECOUPMENT REQUESTS)

Note: A “military drop” will not actually change the Soldier’s grade, it will simply designate the course as non-recoupable in the portal. The grade assigned by the school will continue to be the grade that appears in the portal.

Type or print legibly

a. Military drop reason (check one only):

- Deployment
- Emergency Leave
- Hospitalization/Illness
- Separation
- Unanticipated military duties

b. Dates the military reason occurred:

from: _____ / _____ / _____
 mm dd yyyy
to: _____ / _____ / _____
 mm dd yyyy

c. Actual dates absent from course:

from: _____ / _____ / _____
 mm dd yyyy
to: _____ / _____ / _____
 mm dd yyyy

d. Unit Commander’s name _____

e. Name of first LTC in Soldier's chain-of-command _____

f. LTC’s phone number _____

g. LTC's email address _____

h. Detailed explanation of the situation beyond the Soldier’s control that justifies non-recoupment:

*(Note: **Soldier’s memo must also explain why s/he did not withdraw in a timely manner**)*

INFORMATION REQUIRED TO PROCESS REIMBURSEMENT FORMS (NON-LOI SCHOOLS)

SOLDIER'S NAME : _____

LAST 4 OF SSN: _____

SOLDIER'S MAILING ADDRESS: _____

COLLEGE: _____

SCHOOL CONTACT NAME (who can verify info): _____

SCHOOL CONTACT PHONE: _____

SCHOOL CONTACT EMAIL: _____

SCHOOL WEB SITE: _____

	Course #1	Course #2	Course #3
Course number (e.g. ENG 101)			
Course Title			
Start Date			
End Date			
Instruction Mode (classroom? Online? Other?)			
Number of semester hours *			
Price per semester hour *			
Additional TA-eligible costs not included in tuition (i.e. fees)			
Additional costs that are not eligible for TA (i.e. fees that the Soldier must pay)			
Total course cost			

* If school standard unit of measure is quarter or clock hours you must do the necessary conversion to semester-hour equivalents. See page 7 for instructions.

INSTRUCTIONS FOR CONVERTING QUARTER OR CLOCK HOURS TO SEMESTER HOURS

IF YOUR SCHOOL’S STANDARD UNIT OF CREDIT IS “QUARTER HOURS”:

One quarter hour is the equivalent of two thirds of a semester hour. To convert quarter hours into semester hours use the following table:

Quarter Hours	Semester-hour Equivalents
1	0.67
2	1.33
3	2
4	2.67
5	3.33
6	4
7	4.67
8	5.33
9	6

IF YOUR SCHOOL’S STANDARD UNIT OF CREDIT IS “CLOCK HOURS”:

15 clock hours are the equivalent of a semester hour for Tuition Assistance purposes. To convert clock hours to semester-hour equivalents, divide the number of clock hours by 15.

Examples:

20 clock hours

20 divided by 15 = 1.25 semester-hour equivalents

30 clock hours

30 divided by 15 = 2 semester-hour equivalents