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1. In general, the submission of course enrollment files, following-up and checking schedules, and submitting drop/adds, it takes approximately 30 minutes, on average, per student.
2. [Classification of Instructional Programs \(CIP\) codes](#) need to be submitted in the exact format as they are listed.
3. Do not change the column headers on any templates and be sure to use the naming convention each time.
4. Errors are usually sent back 24 hours later in a line-by-line format separated by commas. It takes some sifting, but you get used to reading and correcting.
5. The [Army School Support](#) page is our friend. Sign up and be able to get answers much quicker than submitting a Service Now (SNOW) case. (They are months behind per their own admission.)
6. Each institution that receives Tuition Assistance must have at least one point of contact. These roles are defined and laid out in your institution's Department of Defense's Memorandum of Understanding, which must exist and be signed by the highest authority at the school. The MOU, and that person or persons that have signed it, are the ones responsible for the Tuition Assistance processes. This actual processing can of course be divided, but the agreement requires that in exchange for the receipt of these funds someone must be on site to process as necessary.