

# Streamlining the Army Tuition Assistance Program: Kansas State University's Blueprint for Simplification

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# Contact



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# About MHEC

- Midwestern Higher Education Compact (MHEC) was legislatively created and serves the Midwest census region (12 states)
- Governed by 60 commissioners plus commissioner alternates
- One of four regional higher education compacts (MHEC, WICHE, SREB, NEBHE)
- MHEC convenes higher education institutions, state agencies, federal agencies, and key not-for-profit organizations to share promising practices, policies and legislation related to the success of military-connected students in meeting their educational goals.

# MHEC Resources on Military-Connected Students



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# Presenters



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University Registrar  
Office of the Registrar  
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The Office of the Registrar, the official purveyor of student academic information



**Kimberly Sablan**  
Accountant, Sponsorship Office  
Division of Financial Services  
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Billing approved Sponsors to move charges from the Student account to the Sponsor account



**Dominic Barnes**  
Military Student Services Coordinator  
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Military Tuition Assistance is offered to qualified members of the armed forces.



# Kansas State University Response to ArmyIgnitED

Adjusting to the conditions and  
improving systems

# Outline

<sup>1</sup> The Problem

<sup>2</sup> The Impact

<sup>3</sup> The Solution



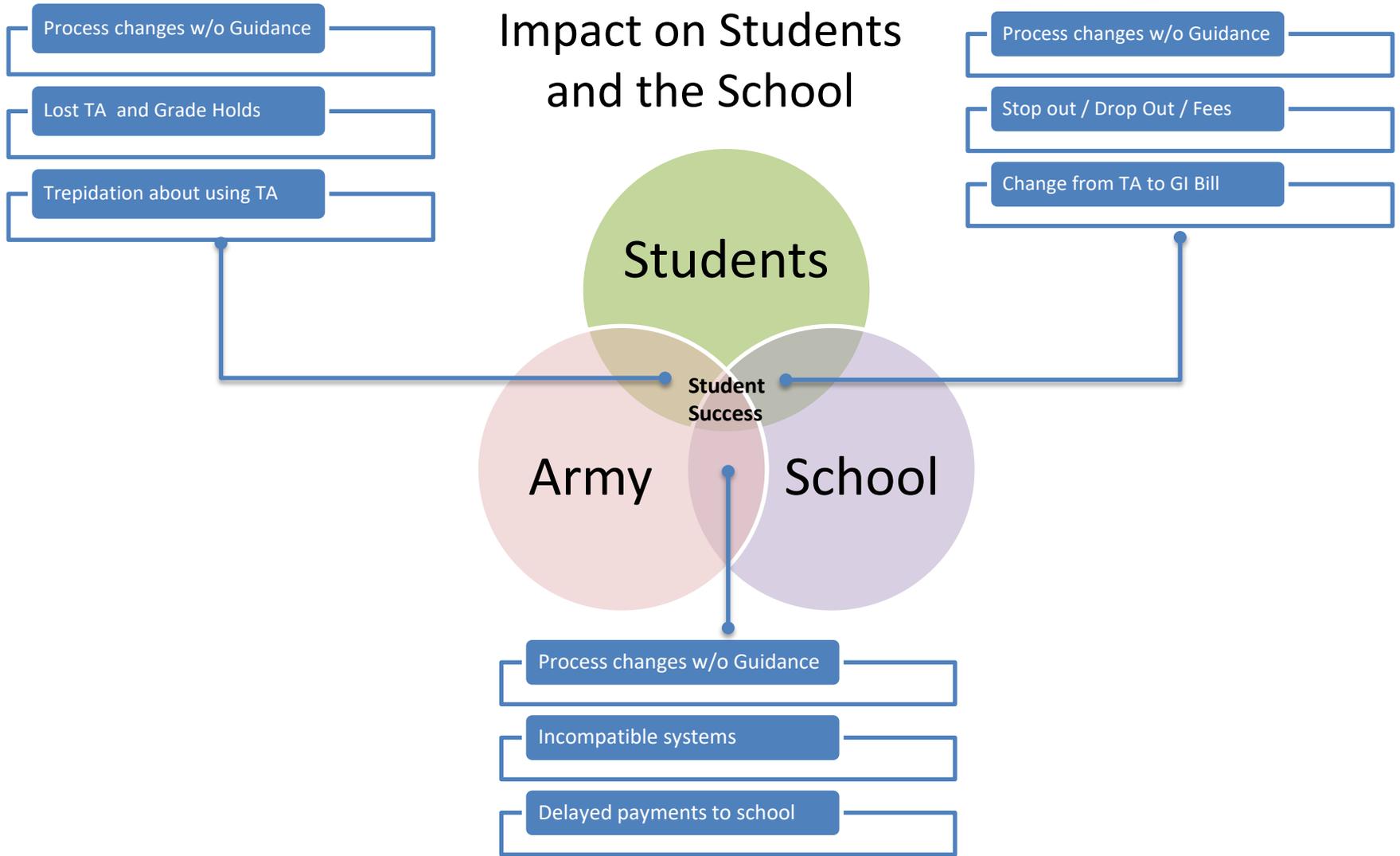
# The Problem

The change from GoArmyEd to ArmyIgnitED detrimentally impacted students and systems at all schools participating in federal tuition assistance for Army service members when the massive data transfer failed in March 2021.

Kansas State University developed innovative solutions to integrate support across the Registrar's Office, the Cashier's Office, and Global Campus.



# Impact on Students and the School



# Impact: Military Student Services

- The Army was unable to provide tuition assistance benefits to eligible soldiers.
- Soldiers were unable to create accounts in ArmyIgnitED or request tuition assistance.
- Schools were unable to upload courses, degree plans, course grades, and degree programs.
- Tuition assistance payments to schools was interrupted and delayed.

# Impact: Sponsorship Office

- Tuition assistance (TA) information was not transferred over to ArmyIgnitED
  - Both for service members and civilians (SF-182)
- No ability to export available information
- Duplicate TA requests caused potential for duplicate billing and payment

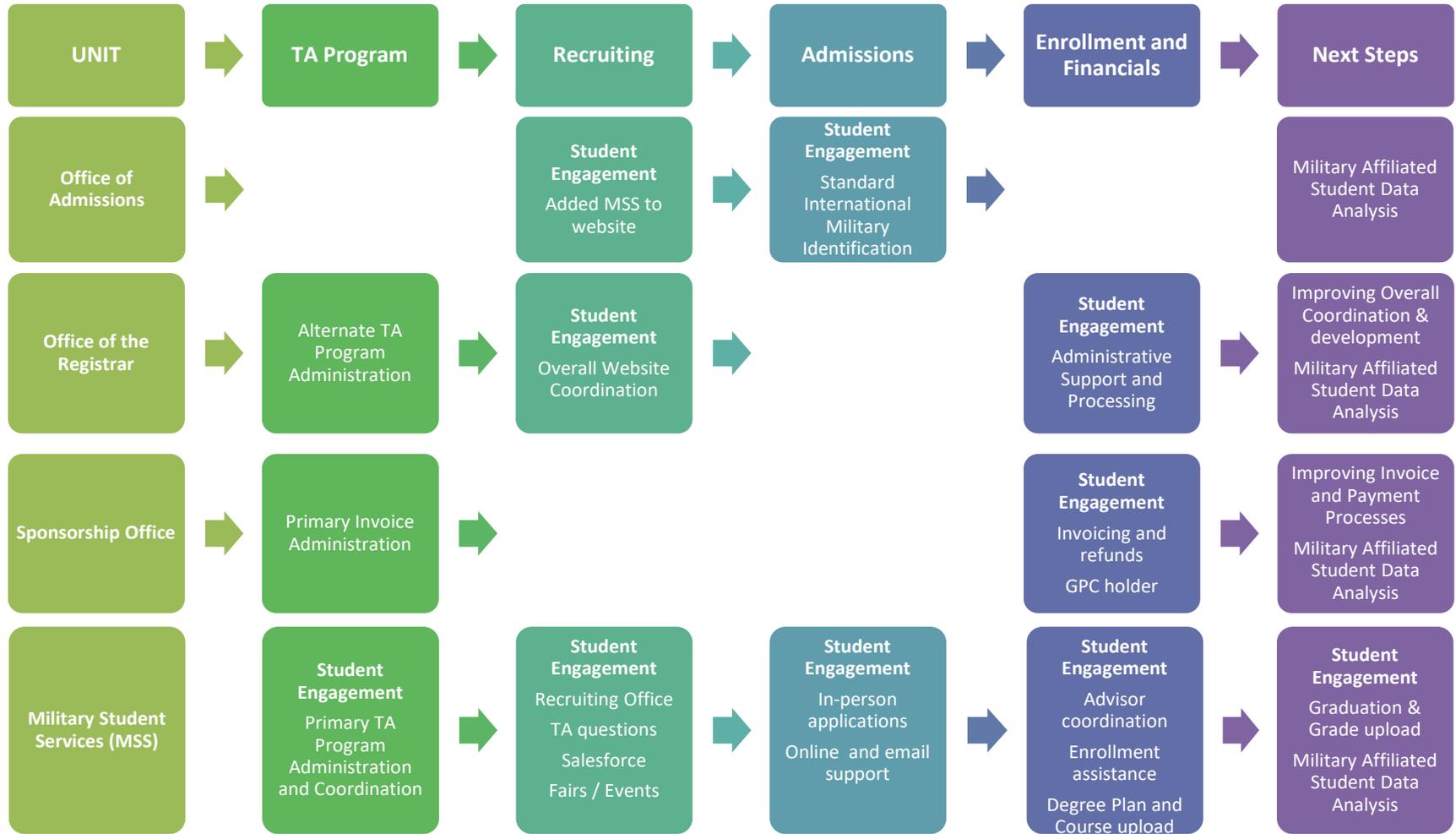
# Solution: ETP The Army's Quick Fix

- A blanket Exception to Policy (ETP) was enacted by the Army to continue to provide tuition assistance for soldiers.
  - Support to students was confusing and evolving
  - Schools had no visibility on payments
  - Student had no visibility on payments
  - Some payments up to a year late
  - Some students have already graduated

# Solution: University Registrar

- Main office for all Military TA students
  - All portals, processing, and processes
- Created new team environment across multiple offices at K-State to support all Military TA Processes
  - Leveraged experience, knowledge and background of current Military TA Coordinator to take lead and work directly with University Registrar helping to ensure K-State processes are working as well as to bring Administrative Items forward
  - Actively building out data needs, tracking mechanisms and delivered system functionality

# Solution: Holistic Coordination



# Presenters Final Comments



Thank you for the opportunity to share our experience and for attending the webinar. Are there any questions?