1—View and Resolve Holds

1 Any holds will display on your homepage in the My Education section at the bottom of the screen in the Tuition Assistance (TA) Status section.

Tuition Assistance (TA) Status	
On Hold?	Yes

Note: Holds placed on your account prevent you from enrolling in future TA-funded classes through GoArmyEd. They **do not** prevent you from completing classes in which you have already enrolled through GoArmyEd..

2 The Hold Type, Date, Description, and Specifics about your current hold(s) are included in the table.

Hold Reason(s) for TA:

Hold Type	Date	Description	Specifics
ETS	4/27/2018	Our records indicate you have an Expiration of Time of Service (ETS) date that has expired. A hold has been placed upon your account due to this expired ETS date. You will not be able to enroll in any future courses until the correct ETS date is reflected on your personnel records. This information is a direct feed from in the Army's Personnel Database to GoArmyEd. When the correct ETS date is reflected in GoArmyEd, the hold will be removed within 24 hours. Please ensure your personnel record is up to date. Active Regular Army Soldiers should contact their Personnel Administration Center (PAC)/S1 to update eMILPO; U.S. Army Reserve Soldiers should contact their Unit Administrator/S1 to update RLAS and Guard Soldiers should their contact State Unit Administrator/State PSB to update SIDPERS. Need more help? Contact your Army Education Counselor for assistance using the Education Center link on your homepage or select the "Helpdesk" icon at the top of any page to view additional information about this topic in the GoArmyEd Assistance Center. Videos, Step-by-step Instructions, and additional topics may be available to answer your questions.	A hold has been placed on your account because your ETS (Expiration Term of Service) date is less than the system date. Please see your ACES counselor for further assistance.
New User/Tier 1 Hold	2/6/2018	Effective 20 February 2018 Soldiers must meet specific military education and training requirements to receive tuition assistance (TA). According to your Army personnel record you do not currently meet one or more of the following requirements: Enlisted Soldiers must have completed Advanced Individual Training (AIT) and Structured Self-Development (SSD) Level 1; Warrant officers must have completed the Warrant Officer Basic Course; and commissioned officers must be graduates of the Basic Officer Leaders Course. Please contact your Personnel Administration Center (PAC)/S1/BCT, or Unit Administrator, as appropriate, if you believe this hold is in error.	A hold has been placed on your account because you do not currently meet military education and training requirements for TA eligibility.
TA Spent (Current Fiscal Year):	$0.00		

1—View Holds History

1 Select **"Other Links"** in the Smart Links section.

Other Links

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

2 The Other Links screen displays. Select the plus sign icon next to **"Before You Enroll in a Class"** link.

Link Name ⬍	
⊕ After You Enroll in a Class	
⊕ Army Civilian	
⊕ Before You Enroll in a Class	
⊕ College of the American Soldier	

Select the **"View Hold History"** link.

Transcript/Test Score Request
View Application Status
View Class Evaluations by Soldiers
View Financial Status...
View Hold History
View Student Agreement/Degree Progress Report

3 Select the plus sign [+] to view the hold history details.

You may also access this page by selecting the "Hold History" link in the Related Links section of your Student Record.

2-Hold Types, Reasons, & Resolutions

Type of Hold	Reason for Hold	How to Resolve
Course Grade – FAIL	Student received a failing grade.	Repay Army for TA-funded portion of class tuition.
Course Grade – INC	Student received an Incomplete grade.	Complete outstanding assignments and tests as quickly as possible. Communicate regularly with instructor. Follow up with instructor after you complete all assignments. An "I" grade is resolved as soon as your instructor posts a passing grade to your GoArmyEd Student Record. If the "I" grade is not resolved within 120 days of the class end date, repay the Army for the TA-funded portion of class tuition
Course Grade – Withdraw	Student received a grade of W. Withdrew from class **after** drop deadline.	Work with instructor and Army Education Counselors to explore options before processing a withdrawal.
Undergraduate Army TA GPA < 2.0	Army TA GPA is **<** 2.0 after 15 SH of TA-funded undergraduate classes completed	Soldier can enroll in classes through GoArmyEd, but will be required to pay for undergraduate classes out of pocket until his or her Army TA GPA is **≥** 2.0. The hold will be lifted automatically when the Soldier's GPA is **≥** 2.0.
Graduate Army TA GPA < 3.0	Army TA GPA is < 3.0 after six SH hours of TA-funded graduate classes completed	Soldier can enroll in classes through GoArmyEd, but will be required to pay for classes out of pocket until his or her Army TA GPA is **≥** 3.0. The hold will be lifted automatically when the Soldier's GPA is **≥** 3.0.
No Grade	Student has no grade 45 days after the end date of the class.	When your grade has been posted, your hold is automatically removed.
Admission Denied	Student was denied admission to his or her most recent program or plan.	Meet with an Army Education Counselor and school to discuss why your admissions request was denied. Remedy any deficiencies, reselect same school and degree plan, or select a different school or degree plan.
Army Education Request	Placed on the Soldier's account directly by an Army Education Counselor.	Meet and discuss with your Army Education Counselor.
Army Physical Fitness Test (APFT)	The hold only applies for Army Reserve Soldiers who have failed the APFT.	Soldier should visit their Unit Administrator if data needs to be updated in the Army's Personnel System.
Certificate Limit Reached (CHL)	Soldiers enrolled in a Certificate level degree program will be placed on a Certificate Semester-hour (SH) hold when they exceed 21 SH in Certificate level courses.	The hold will be removed when the Soldier's degree level is changed or when the Soldier falls below the SH threshold. Soldiers on CHL holds can continue to enroll in undergraduate and/or graduate level courses through GoArmyEd.
Civilian Education	Soldier's education level is missing in GoArmyEd, has completed a master's or higher level degree, or current degree level is not allowed based on the Civilian Designator Code.	Contact your Personnel Actions Center (PAC)/Unit Administrator/Unit Readiness NCO to have the Civilian Designator Code reflect the Soldier's current academic status.

2- Hold Types, Reasons, & Resolutions

Type of Hold	Reason for Hold	How to Resolve
Course Drop after Start Date	Classes dropped after class start date may be subject to recoupment or refund. **A financial penalty might be incurred.**	Work with instructor and Army Education Counselor to explore options before processing a withdrawal.
Degree Completed	Degree or certificate requirements have been completed.	Meet with an Army Education Counselor to discuss your next educational goals and request a new degree plan.
ETS Date Passed	End of Term of Service (ETS) date has expired.	Repay the Army for the TA-funded portion of class tuition.
Expiration of Service Agreement (ESA)	If the ESA date in a Soldier's Student Record is on or before the requested course end date, the course request is not processed.	Go to PAC/Unit Administrator/Unit Readiness NCO to review or update the service end-date.
Graduate Limit Reached	Placed when a Soldier takes 39 SH of fully or partially TA funded coursework since entering a master's degree.	Soldier can enroll in classes through GoArmyEd, but will be required to pay for classes out of pocket. Meet and discuss with your Army Education Counselor.
HQ ACES Request Hold	Placed on a Soldier's account by Headquarters (HQ), Army Continuing Education Services (ACES) for various reasons.	Soldier should refer to their GoArmyEd record for details as to the issue(s) that led to this hold. This hold can only be removed by HQ ACES.
Military Withdrawal Limit	Placed on a Soldier's account due to processing two withdrawals for military reasons with Army cost in the current fiscal year.	Soldiers should meet with an Army Education Counselor to discuss their options.
Not Eligible for TA	Soldier personnel record indicates no longer eligible for active-duty TA	You should visit your PAC/Unit Administrator/Unit Readiness NCO if the data is in error to have it corrected in the Army's Personnel System.

2-Hold Types, Reasons, & Resolutions

Type of Hold	Reason for Hold	How to Resolve
Program Management	System-wide hold applied due to temporary TA fund shortage. You will be permitted to enroll in classes, but they will not be processed unless TA funds are restored.	Meet and discuss with your Army Education Counselor.
Suspension of Favorable Personnel Action	Personnel record shows a suspension of favorable personnel action, which makes you ineligible for TA. Examples include security violation, failure of physical fitness test.	Contact your unit for more information and for removal of the flag in personnel database.
Student Agreement Hold	A Student Agreement (SA)/Document Degree Plan (DPP) has not been uploaded in GoArmyEd by the end of six semester-hours taken at the home school or prior to the Soldier completing nine semester-hours at any school using TA funds. 1) School has not uploaded SA/DPP in GoArmyEd for Solders pursing fully-developed degree plan with LOI school. 2) Soldier's SA/DPP is not approved in GoArmyEd. Soldier must upload the SA/DPP in his or her Course Planner and it must be approved for Other, Drop-down and Non-LOI school degrees.	1) LOI School-Fully Developed Degree Plan: Work with the school to complete an SA/ Documented Degree Plan. When the SA/DDP is uploaded by the School to the Soldiers record, the hold is removed within 24 hours. 2) Other, Drop-down Degrees and Non-LOI school degrees – Soldier uploads SA/DPP in Course Planner and must be approved. The hold is removed within 24 hours.
TA SOU Quarterly	Soldier has not submitted his or her electronic quarterly Tuition Assistance (TA) Statement of Understanding (SOU)	TA SOU Quarterly Soldier has not submitted his or her electronic quarterly Tuition Assistance (TA) Statement of Understanding (SOU) Select the radio button acknowledging that he or she understands the terms of the TA SOU and enters his or her secure password as an electronic signature.

View and Resolve Holds

2-Hold Types, Reasons, & Resolutions

Type of Hold	Reason for Hold	How to Resolve
Tier 1/Tier 2 Eligibility	Placed on a Soldier's account because he or she has not met the TA Eligibility requirements	Soldiers must meet the Military Education Level requirements as outlined in the TA Policy (effective 5 August 2018). Army Education Counselors may defer the hold for up to 90 days with appropriate documentation. HQ ACES may defer or remove holds.
Undergraduate Limit Reached	Placed when one of the following scenarios occurs: a) A Soldier takes 130 SH paid for in full or partially by TA; or b) he/she reports a graduation from a bachelor's level degree and is not in a master's level degree plan in GoArmyEd.	Soldier can enroll in classes through GoArmyEd, but will be required to pay for classes out of pocket. Meet and discuss with your Army Education Counselor.
Weight Control	Hold applies to Army Reserve Soldiers who have failed to maintain weight control standards.	Soldier should visit their Unit Administrator if data needs to be updated in the Army's Personnel System.
WM Request Hold	Placed on a Soldier's account when a withdrawal for military reasons (WM) is requested.	If the WM is approved, the hold will be lifted.