



U.S. Department of War



My Career Advancement Account Scholarship New School Orientation Recap

The My Career Advancement Account Scholarship is a workforce development program that provides up to \$4,000 to eligible military spouses for the pursuit or maintenance of a license, certification or associate degree necessary for employment in an occupation or career field.

Key information

Spouse eligibility:

Spouses of active-duty service members and National Guard and reserve members on Title 10 orders in grades E-1 through E-9, W-1 through W-3 and O-1 through O-3.

School or organization eligibility:

Each campus or location must apply separately to ensure grading, invoice payment and orientations are complete.

Accreditation:

All institutions must be an accredited college, university or technical school in the United States or provide the education required by a government or government-sanctioned licensing body.

Fiscal cap:

The fiscal year limit is \$2,000 for programs leading to a license, certification or an associate degree.

Length:

The duration of an associate degree course cannot exceed 12 months and a license or certification program cannot exceed 18 months.

Tuition assistance:

Once the Education and Training Plan is approved, the spouse can request tuition assistance for each course or exam no earlier than 60 days before its start date.

Invoicing:

Submit invoices through the Academic Institution (AI) Portal within 60 days after the course or exam start date.

Grades:

Spouses sign a Family Educational Rights and Privacy Act agreement allowing the institution to post grades within 60 days of the end of every course, licensure or certification exam.

Unsatisfactory grades:

Unsatisfactory grades of F, N, W or I will require the spouse to complete a coaching session before requesting additional tuition assistance or moving on to the next stage.

Program completion:

Schools must report program completions in the War Department AI Portal.

Tips for working with the MyCAA team

Be prepared with the spouse's MyCAA identification number or your organizations' invoice identification number before contacting an Education, Training and Licensing liaison.

- The Education, Training and Licensing team can search for students by MyCAA ID number, last name or email address. They do not have access to Social Security numbers.
- Institutions should use the invoice number they entered into the War Department AI Portal to inquire about status or payments and refunds.

School to-dos

Continually update and complete the following tasks to minimize disruptions using the War Department AI Portal.

Upload course catalog:

Upload the institution course catalog into the DOW AI Portal. Course catalog should be updated at least once a year.

Post grades:

Post grades within 60 days of course completion.

Submit invoice:

Submit invoices within 60 days of the program start date.

Tuition assistance:

Viewable in the portal after the course has started, is used as the basis for submitting an invoice.

- Do not invoice for an incorrect tuition assistance voucher.
- Refunds due on funds paid by MyCAA must be processed back to the credit card that was charged and NOT given to the spouse. Only the billing office will be able to process these refunds to the spouse's account.
- Payment information is available on the DOW AI Portal. Schools will not be notified when new payment information is posted, so check the portal regularly.
- MyCAA covers tuition costs only. This does not include fees, books or other materials.
- All information required for the Education and Training Plan must be complete. Incomplete plans will not be approved. Double check the Education and Training Plan guidelines.
- School officials CANNOT access a spouse's account in the MyCAA portal.
- AI Portal users must have their own account. Users cannot share login credentials.
- Program completions are due at the end of the spouse's class or program and must be uploaded by schools to the same location as the grades.

Creating an Education and Training Plan

The school must provide spouses with an Education and Training Plan. The spouse is responsible for uploading the plan into the spouse portal. Basic requirements for the ETP are:

- Spouse name
- Contact information for school official
- Estimated completion date
- Cost of program
- Course codes
- Course titles

Spouses who experience issues uploading their ETP must contact a Spouse Education and Career Opportunities career coach for help. Schools are not authorized to add or change a spouse's account in the MyCAA spouse portal.

Where to get additional information or assistance

If you have questions not answered in this document, visit MyCAA for Institutions at mycaa.militaryonesource.mil/mycaa/school-resources/for-institutions or contact the office Monday through Friday, 8:30 a.m. to 5:30 p.m. ET.

For general questions about MyCAA:

334-517-6160, Option 2

MyCAASchools@gcc.militaryonesource.mil

For billing questions:

334-517-6160, Option 1

MyCAABillings@gcc.militaryonesource.mil

For AI Portal support:

334-517-6172

aiportal@bamtech.net



For more information, visit mycaa.militaryonesource.mil/



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