

MyCAA Military Spouse Frequently Asked Questions (FAQs)

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Table of Contents

A. MyCAA Program

1. What is the URL for the MyCAA Spouse Portal (website)?	4
2. What is the Military Spouse Career Advancement Account (MyCAA) program?	4
3. Where is the most updated version of the MyCAA Fact Sheet?	4
4. What does MyCAA pay for?	4
5. What does MyCAA NOT pay for?	4
6. Will MyCAA pay for remedial courses?	5
7. What are the Terms and Conditions for spouses participating in MyCAA?	5
8. Are spouses required to complete their courses, certification or license in a certain timeframe?	6
9. What are MyCAA's requirements for spouses after they finish their coursework?	6
10. Can spouses take graduate courses with MyCAA funding?	6
11. What happens if spouses need more than \$4,000? Are there other funding sources?	7
12. Can MyCAA funding be used in conjunction with other federal education benefits?	7
13. Are there any financial resources to help pay for books?	7
14. Is MyCAA funding taxable?	7
15. Why isn't the MyCAA website displaying properly?	7
16. Who can spouses contact to make a complaint?	7

B. MyCAA Eligibility

17. Who is eligible for MyCAA?	8
18. Who is NOT eligible for MyCAA?	8
19. What specifically is the eligibility for spouses of Guard and Reserve on Title 10 orders?	8
20. How will MyCAA eligibility be verified?	9
21. What should spouses do if they receive a DEERS error message?	9
22. Are currently employed spouses eligible for MyCAA Financial Assistance (FA)?	9
23. Can spouses who have previously participated in the Career Advancement Accounts (CAA) program administered by the Department of Labor also participate in the MyCAA program?	9

- 24. Can spouses who are no longer eligible for MyCAA funding still get career counseling? 9
- 25. What happens when a spouse fails or withdraws from a course? 9

C. MyCAA Accounts

- 26. How does a military spouse create a MyCAA Account? 10
- 27. Can a spouse's MyCAA account be locked? 10
- 28. Can a spouse's MyCAA account be suspended? 10
- 29. Can a spouse use a .mil email address? 10

D. MyCAA Schools

- 30. Which schools can participate in the MyCAA program? 10
- 31. How do spouses know if their school is participating? 11
- 32. Can spouse complete the online School Eligibility Application for their school? 11
- 33. How does a spouse know when a school has completed the registration process? 11
- 34. What requirements does MyCAA have for schools? 11
- 35. Do spouse have to choose a school that is already participating in MyCAA? 11
- 36. Where do spouses find help choosing a school? 11
- 37. If spouses already know which school they want to attend, what do they do next? 12
- 38. Can spouses encourage a school to participate in MyCAA? 12
- 39. How long does the "On-Boarding" process take? 12
- 40. Does MyCAA pay spouses or schools for course costs? 12
- 41. How do schools get paid? 12

E. MyCAA Education and Training Plans

- 42. What is a MyCAA Education and Training Plan? 12
- 43. How can military spouses get assistance with their Education and Training Plan(s)? 13
- 44. Why are there delays in getting help? 13
- 45. Why do grades get posted in the MyCAA Education and Training Plan? 13
- 46. What cannot be included in a MyCAA Education and Training Plan? 13
- 47. Who can make changes to a MyCAA Education and Training Plan? 14
- 48. How are education and Training Plans affected by spouse relocation? 14
- 49. If spouses to not have correct school and course information, should they guess? 14
- 50. Will MyCAA pay for the same course more than one time? 14

51. Will MyCAA pay for fees?	14
52. Will MyCAA pay for Study Abroad Programs?	14
53. What happens if a spouse fails a course?	14
54. Does adding classes to a MyCAA Education and Training Plan also enroll the spouse in these classes?	14
55. How do spouses add courses to a new or approved Education and Training Plan?	15
56. If a spouse wants to add more courses to an already approved plan, do the additional courses need to be approved by MyCAA?	15
57. How long does it take for an Education and Training Plan to be approved?	15
58. How will a spouse know if her license or certification qualifies as a portable career?	15
59. Can a spouse's Associate Degree be in any subject?	15
60. Are there any restrictions in Associate's Degrees as to what MyCAA will pay for?	15

F. MyCAA Financial Assistance (FA)

61. Why is the Department of Defense (DoD) providing Financial Assistance (FA) to military spouses?	15
62. When can a spouse apply for MyCAA Financial Assistance (FA)?	16
63. How do spouses apply for Financial Assistance (FA)?	16
64. How do spouses print a Financial Assistance (FA) document?	16
65. How do spouses edit Financial Assistance (FA) information after it has been approved?	16
66. How does the fiscal year cap affect my MyCAA funding?	16
67. What if a spouse is planning on getting a certification that is going to cost more than \$2000 up front? Can the \$2000 per year cap be exceeded?	17
68. When does the \$2000 per fiscal year cap begin?	17
69. When will the three year time limit begin?	17
70. Can spouses get money back from MyCAA for classes that have already started or been completed?	17
71. Can a spouse use MyCAA Financial Assistance (FA) at a school that is not participating in MyCAA?	17
72. Do organizations that offer Continuing Education Units (CEU), Bar or CPA Exams have to register to receive MyCAA FA payments?	17
73. What other benefits are available to spouses once their funding is spent?	17

A. MyCAA Program

1. What is the URL for the MyCAA Spouse Portal (website)?

<https://aiportal.acc.af.mil/mycaa>

2. What is the Military Spouse Career Advancement Account (MyCAA) program?

The **Military Spouse Career Advancement Accounts Program (MyCAA)**, a component of the Department of Defense's (DoD) Spouse Education and Career Opportunities (SECO) program, is a career development and employment assistance program. MyCAA helps military spouses pursue licenses, certificates, certifications or Associate's Degrees (excluding Associate's Degrees in General Studies, Liberal Arts, and Interdisciplinary Studies that do not have a concentration) necessary for gainful employment in high demand, high growth Portable Career Fields and Occupations.

As part of the Career Lifecycle, all military spouses are offered counseling to assist with the following:

Career Exploration: Military OneSource (MOS) Education and Career Counselors help spouses explore all career options with tools like Career Assessments, Interest and Skills Inventories, Portable Career Statistics, and Earning Potential Metrics.

Education and Training: Spouses work with counselors to create a plan of action that considers Financial Aid Options, Education and Training Program Resources, Credential/License Information, and, for eligible spouses, MyCAA. *MyCAA provides a maximum education benefit of \$4,000 with an annual fiscal year cap of \$2,000 to assist eligible military spouses who need professional credentials to meet their Portable Career goals. Annual cap waivers are available for licensure and certificate programs if there is an upfront tuition cost that exceeds \$2,000 (up to the maximum education benefit of \$4,000).*

Career Readiness: Counselors help spouses perfect their resumes and hone their interviewing skills. They also cover Job Search Techniques, Relocation Planning, and Flex-Work Options.

Career Connections: Counselors help spouses get the right job in the right career by leveraging existing relationships and resources such as the Military Spouse Employment Partnership (MSEP), USAJobs.gov and CareerOneStop.com.

3. Where is the most updated version of the MyCAA Fact Sheet?

The MyCAA Fact Sheet is located on the front page of the MyCAA Spouse Portal:
<https://aiportal.acc.af.mil/mycaa>. It is also located on the Resource Page of this portal.

4. What does MyCAA pay for?

MyCAA pays for tuition costs for education and training courses and examinations leading to a recognized license, certificate, certification or Associate's degree with a specified concentration or major. The concentration or major for the Associate's degree cannot be in General Studies, Liberal Arts or Interdisciplinary Studies unless there is a specific concentration such as General Studies - Nursing, or General Studies - Teaching. The license, certificate/certification and Associate's degree must be obtained from a MyCAA approved accredited college, university, or technical school in the United States or approved testing organization that expands employment or portable career opportunities for military spouses.

5. What does MyCAA NOT pay for?

- Tuition for courses and examinations that are not included in the spouse's Education and Training Plan and those that have already started or been completed by the spouse
- Reimbursements of any kind
- Books, supplies, equipment, uniforms, computers and electronic devices of any kind
- Student activities, events and entertainment

- Pre-payment/deposits for future courses, unless costs are part of a block of study
- School or college level entrance examinations, comprehensive exams and related preparatory courses
- Courses, tests or fees normally paid by an employer as part of a job training program
- Fees of any kind including, but not limited to, registration fees, technology fees, parking fees, etc.
- Non-academic credit or ungraded courses, including courses taken on an audit basis or as an internship, practicum, apprenticeship, or clinical supervision; also, orientation programs that are non-academic credit or ungraded
- Courses taken more than one time unless MyCAA has received a full refund from the school
- Academic credit by examination tests (e.g. CLEP, etc.)
- General Studies, Liberal Arts, Interdisciplinary Associate's Degrees that do not have a concentration
- Personal enrichment courses (excluding courses that are academic credit/graded electives in an approved MyCAA Spouse Education and Training Plan)
- Transportation, lodging, child care, and medical services
- Course Extensions (except for approved hardship waivers)
- Study Abroad Programs (excluding programs of study offered by participating MyCAA schools on overseas military bases)
- Private licenses (Example: A private pilot's license would not be covered because it is for recreational use but a commercial pilot's license would be covered because it would be used for an occupation)
- High school completion programs, including online high school completion programs
- CEU's to maintain a standing in a professional organization

6. Will MyCAA pay for remedial courses?

Yes. The MyCAA program will pay for a maximum of nine (9) credit hours of remedial courses, or a maximum of three (3) non-credit remedial courses.

7. What are the Terms and Conditions for spouses participating in MyCAA?

In order to open a MyCAA Account and request up to \$4,000 of education financial assistance funding on a course-by-course basis, military spouses must read and electronically sign the following Spouse Terms and Conditions Agreement.

- I agree that I am solely responsible for the establishment and management of my MyCAA Account. Under no circumstances shall I share my account username or password with anyone, including but not limited to my military sponsor or school representatives.
- I agree to develop an Education and Training Plan in coordination with school officials. I understand that a Spouse Education and Career Opportunities Counselor is required to approve this plan prior to my requesting MyCAA financial assistance.
- I understand that the maximum MyCAA financial assistance benefit is \$4,000 and that there is a \$2,000 annual fiscal year spending cap. Spending cap waivers are available if the spouse's school requires an upfront tuition payment exceeding \$2,000 (up to the maximum \$4,000 education benefit).
- I understand that MyCAA funding cannot be used to audit, to repeat a course (unless MyCAA receives a full refund from the school), or to pay for non-academic credit / ungraded courses such as college / freshman orientation programs, internships, practicums or supervised clinical assignments.
- I understand that I must submit a MyCAA financial assistance (FA) request for each course in my Education and Training Plan on a course-by-course basis between 60 -15 days prior to course start dates. I understand that failure to do so will result in my being held responsible for paying course costs.
- I understand that spouses that have participated in the Career Advancement Accounts program administered by the Department of Labor and funded by the Department of Defense and Department of Labor are not eligible to participate in the MyCAA without a waiver. If spouses have used less than \$4,000 from the CAA

program a Spouse Education and Career Opportunities Counselor must be contacted for a waiver to be issued to use the remaining funds.

- I agree to allow the Department of Defense and my school to share information which is necessary for MyCAA Program administration and paying of school invoices. I understand I am responsible for ensuring that my grades are posted in the AI Portal within 60 days of course completion by school officials. I understand I will not be allowed to use additional MyCAA funding until my grades are posted.
- I understand if I fail or withdraw from a course, my MyCAA Account will be suspended and no financial assistance documents can be created until I contact a Spouse Education and Career Opportunities Counselor. If a second failure or withdrawal is made, I understand that I will not be allowed to receive any further funds from MyCAA.
- I understand that if I receive a grade of incomplete, I am required to attain a satisfactory grade within 6 months of the course end date unless a shorter term is specified by my school. I understand that my account will be suspended and no additional MyCAA funding will be provided until I complete this course.
- I understand that waivers related to course failures, withdrawals and incompletes are authorized for “hardship” cases (e.g. unanticipated health issues, permanent change of duty location, temporary duty assignments, emergency leave of the military member, or hospitalization for a length of time that precludes course completion). Waiver requests must be signed by my military sponsor’s supervisor or higher authority and uploaded into my MyCAA Account eFile. They must include:
 - (1) Name/title/code of course(s) for which the waiver is requested
 - (2) Reason for the Waiver
 - (3) Name, title and command for military sponsor’s supervisor or higher authority

IN SUMMARY: I have read the above Spouse Terms and Conditions Agreement. I understand that non-compliance may result in (1) my being held responsible for tuition and examination costs; (2) indefinite suspension of my MyCAA Account; or (3) in the case of fraud, permanent closure of my MyCAA Account. I agree to follow MyCAA Guidelines and to honor these terms and conditions, including the requirement to notify MyCAA when I find gainful employment in a portable career field and occupation.

8. Are spouses required to complete their courses, certification or license in a certain timeframe?

Yes. The duration of an associate’s degree course cannot exceed 12 months and a license or certificate program cannot exceed 18 months. No exceptions can be made to exceed either of these timeframes.

9. What are MyCAA’s requirements for spouses after they finish their coursework?

- Inform MyCAA when they receive their license, certificate, certification or Associate’s degree.
- Seek a job in their chosen Portable Career Field and occupation.
- Let MyCAA know when they find employment using the Contact Us page on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) -- as required in the Spouse Terms & Conditions Agreement that spouses electronically sign when they open their MyCAA Account.

10. Can spouses take graduate courses with MyCAA funding?

Spouses can take any program of study from an accredited school or institution recognized by the Department of Education or Department of Defense that leads to a license, certification, certificate or Associate’s Degree (except General Studies and Liberal Arts).

Coursework may include higher level courses needed for Continuing Education Units (CEUs) and higher level courses which serve as electives in an approved program of study. Graduate certificates can also be approved and paid for by MyCAA.

In order to be eligible for MyCAA funding, coursework must be included in an approved MyCAA Spouse Education and Training Plan.

11. What happens if spouses need more than \$4,000? Are there other funding sources?

Spouses should:

- Contact Military OneSource (1-800-342-9647) or a Spouse Education and Career Opportunities Counselor (by sending a Message from the Spouse's Message Box) to request assistance with finding other financial resources.
- Contact their School Career Services Office or School Financial Aid Office
- Visit the following websites:

www.militaryonesource.com/mycaa

www.nmfa.org

www.careeronestop.org

www.ed.gov (Pell Grants)

www.gibill.va.gov/GI_Bill_Info/CH33/transfer.htm (MGIB/Post 911 Education Benefits or call 1-800-827-1000 or 1-888-442-4451)

12. Can MyCAA funding be used in conjunction with other federal education benefits?

Schools are responsible for making decisions in concert with military spouses regarding which source of funding to use when multiple sources of federal education benefits are available to military spouses. To avoid invoicing errors, administrative delays and the need to make refunds to MyCAA (not the spouse), school officials should advise or refer military spouses to an expert at their school regarding which source of funding to use. This will allow spouses to request MyCAA financial assistance 60-15 days prior to course start dates if MyCAA funding is the best source of funding to use. Keep in mind that two sources of federal education benefits cannot be used to pay for the same tuition costs.

13. Are there any financial resources to help pay for books?

Spouses can find information on the following websites:

www.halfpricetextbooks.us

www.freebookexpress.com

www.textbooksfree.org

www.CheapestTextbooks.com

www.Booksprice.com

www.Coursesmart.com

14. Is MyCAA funding taxable?

No. MyCAA funding is considered a scholarship and is not subject to taxation.

15. Why isn't the MyCAA website displaying properly?

The MyCAA website is not compatible with some browsers including Safari, and Google Chrome. Please access the MyCAA website using Internet Explorer version 6.0 or higher.

16. Who can spouses contact if they want to make a complaint?

Military spouses can request to speak to a MyCAA Service Delivery Manager (1-800-342-9647) for any service delivery issue.

If spouses have a concern regarding MyCAA policy, MyCAA and Military OneSource staffs do not have the authority to make policy changes. However, they can provide spouses with policy waiver request information.

- **Automatic Waivers** will be granted when schools require an upfront tuition payment that exceeds the annual \$2,000 cap, up to the maximum MyCAA education benefit amount of \$4,000 or the balance of the spouse's account.
- **Forgiveness Waivers** may be requested by spouses who have failed, withdrawn or received an incomplete for a course for the first time. In such cases, spouses must contact a Spouse Education and Career Opportunities Counselor to discuss the situation and to develop a plan to prevent reoccurrences. If a second offense occurs, the spouse's account will be closed permanently.
- **Hardship Waivers** must be requested by the spouse in writing with official documentation provided to MyCAA supporting the hardship reason. Spouse Education and Career Opportunities Counselors can provide additional details on this waiver process and requirements. Course extensions which incur an additional cost to MyCAA require a hardship waiver.
- **Waiver Decision Appeals** associated with Hardship Waiver denials should be sent to the Deputy Under Secretary of Defense (Military Community & Family Policy).

Spouses can send an e-mail to MyCAAFEEDBACK@militaryonesource.com to provide feedback on the MyCAA program and website to the Department of Defense.

Spouses who have completed their program of study and found employment should use the Help/Contact Us button on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) to provide information required by the Spouse Terms & Conditions Agreement signed when the spouse opened his or her MyCAA Account.

School officials should visit the Schools Resource Page on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) for contact information and assistance.

B. MyCAA Eligibility

17. Who is eligible for MyCAA?

Spouses of service members on active duty in pay grades E-1 to E-5, W-1 to W-2, and O-1 to O-2 who can start and complete their coursework while their military sponsor is on Title 10 military orders, including spouses married to members of the National Guard and Reserve Components in these same pay grades.

18. Who is NOT eligible for MyCAA?

- Spouses married to service members in pay grades: E-6 and above; W-3 and above; and O-3 and above
- Spouses who participated in MyCAA and their sponsor was promoted out of an eligible pay grade
- Spouses who are a member of the armed forces themselves currently on Title 10 orders
- Spouses who are married but legally separated (or under court order or statute of any state or US territory) from a member of the armed forces on Title 10 orders
- Spouses whose National Guard/Reserve Component military sponsor is in a Warning Orders/Alert, Post Deployment/Demobilization or Transition Status
- Spouses married to a member of the Coast Guard
- Spouses who have participated and used over \$4,000 in the DoD-DoL Career Advancement Accounts (CAA) Pilot Program
- Spouses who are unable to start and complete their course(s) while their military sponsor is on Title 10 orders or before the sponsor's date of separation

19. What specifically is the eligibility for spouses of Guard and Reserve on Title 10 orders?

Effective July 20, 2010, only those spouses whose service members are executing Title 10 military orders will be eligible. This includes spouses of deployed National Guard and Reserve members who are activated on Title 10 orders. This change in practice is to better comply with the program's authorizing legislation. In addition, all

spouse participants must be able to start and complete their courses while their military sponsor is on Title 10 orders.

20. How will MyCAA eligibility be verified?

- MyCAA uses DEERS to verify spouse eligibility based on social security numbers of both the military service member and the spouse. Social security numbers are not stored in the MyCAA website.
- A DEERS eligibility check is initiated when the spouse opens a MyCAA Account and each time the spouse requests MyCAA Financial Assistance (FA) on a course-by-course basis.

21. What should spouses do if they receive a DEERS error message?

- If the military sponsor has not registered his or her spouse in DEERS or information is out-of-date (especially information confirming that the service member is on Active Duty):
 - Visit the nearest Military Personnel Office for assistance.
 - Call the DEERS Helpdesk at 1-800-538-9552.
 - Visit www.TRICARE.osd.mil/DEERSAddress.
- Spouses will need a General Power of Attorney (POA) authorized by their military sponsor if the spouse will be making changes to the DEERS system without the military sponsor being present. Command legal officers can assist the military member with POA requests.

22. Are currently employed spouses eligible for MyCAA Financial Assistance (FA)?

Yes. Employed spouses can use MyCAA funding for coursework and exams that lead to employment and career advancement in one or more Portable Career Fields and occupations that require a license, certificate, certification or Associate's Degree.

Spouses who already have advanced degrees but who want or need to take coursework that leads to a recognized credential allowed by MyCAA may also use MyCAA funding to continue or advance their career and employment.

For Military OneSource and MyCAA Career Counseling Services, call 1-800-342-9647.

23. Can spouses who have previously participated in the Career Advancement Accounts (CAA) program administered by the Department of Labor also participate in the MyCAA program?

Spouses who have participated in the Career Advancement Accounts program administered by the Department of Labor are not eligible to participate in MyCAA without a waiver. If a spouse used less than \$4,000 in the CAA program, a Spouse Education and Career Opportunities Counselor must be contacted for the spouse to receive a waiver to use the remaining funds.

24. Can spouses who are no longer eligible for MyCAA funding still get career counseling?

Yes. All military spouses, to include spouses of Guard and Reserve, may receive educational counseling and career guidance from a Spouse Education and Career Opportunities Counselor. Counselors can provide education and training, career exploration, assessment, employment readiness and career search assistance.

25. What happens when a spouse fails or withdraws from a course?

Spouses will have to demonstrate successful completion of their courses in order to continue using MyCAA funding. If a spouse receives a failing grade or withdraws from a class for which the government is charged any money, their MyCAA account will be suspended. The spouse will need to contact a Spouse Education and Career Opportunities Counselor for education counseling regarding how the spouse can prevent reoccurrences, complete incomplete courses, and continue successfully pursuing their portable career.

C. MyCAA Accounts

26. How does a military spouse create a MyCAA Account?

- Visit the MyCAA Spouse Portal at <https://aiportal.acc.af.mil/mycaa>.
- Provide Spouse Profile information.
- A real-time DEERS check will be initiated to determine spouse eligibility to establish a MyCAA Account.
- If eligible, the MyCAA Spouse Portal will walk the spouse through the process of opening a MyCAA Account.
- For those who do not pass the DEERS check, additional guidance will be provided.

27. Can a spouse's MyCAA account be locked?

Yes, for the following reasons:

- After three unsuccessful login attempts. (NOTE: Spouses should call a Spouse Education and Career Opportunities Counselor (1-800-342-9647) for assistance if their account gets locked for this reason.)
- If a spouse fails to adhere to MyCAA Terms and Conditions, including if a spouse knowingly allows another person to create and/or manage his or her account.
- If a spouse impersonates or misrepresents another person, or provides fraudulent information into the MyCAA account system. The spouse may also face serious legal and financial consequences.
- After the spouse fails or withdraws from a second course, the spouse's account will be permanently locked and no further MyCAA financial assistance will be available to the spouse.

Hardship waivers are available to spouses in extreme situations only. Spouse Education and Career Opportunities Counselors can provide additional information and assistance for hardship waivers.

28. Can a spouse's MyCAA Account be suspended?

Yes, for the following reasons:

- If a spouse fails to log in to his/her account for 12 months.
- If a spouse creates more than one account.
- If the school fails to post the spouse's grades and submit an invoice to MyCAA within 60 days of course end dates. NOTE: Spouses are ultimately responsible for ensuring that schools post their grades and submit an invoice in a timely fashion. No further MyCAA funding will be provided until these requirements are met.
- If the spouse fails or withdraws from a course. Spouses must contact a Spouse Education and Career Opportunities Counselor to discuss the course failure or withdrawal and to develop a plan for future success. The spouse's account will be suspended until this requirement is met. If there are additional course failures or withdrawals, the spouses account will be permanently locked.

29. Can a spouse use a .mil email address?

Yes. But MyCAA recommends spouses choose an email address other than .mil because MyCAA is not allowed to send password reset messages to .mil email accounts.

D. MyCAA Schools

30. Which schools can participate in the MyCAA program?

All schools and institutions participating in the MyCAA Program must be accredited by a regulatory body recognized by the U.S. Department of Education or the Department of Defense. Accreditations must be recognized by national, regional, state or industry standards.

31. How do spouses know if their school is participating?

There are approximately 3,000 schools and campuses participating in the MyCAA Program. Use the “School/Program” button and search function on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) to view a list of participating schools. The fastest way to get started using MyCAA financial assistance is to choose a school that is already participating.

If their school is not participating, spouses can encourage school officials to visit the School Resources page on the MyCAA Spouse Portal for more information about school eligibility, accreditation requirements, and how to “Come On-Board.”

32. Can spouses complete the online School Eligibility Application for their school?

No. Only school officials can complete this application. This process can take up to 60 days to complete.

33. How does a spouse know when a school has completed the registration process?

- The school’s correct name will appear in the School Search section of the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) once the school has completed the MyCAA School Eligibility screening process, been approved for participation and become a registered user of the AI Portal.
- Spouses should follow up with the school’s MyCAA Representative (e.g. main point of contact) to monitor school eligibility and registration status.
- **DO NOT call** Spouse Education and Career Opportunities Counselors regarding school registration status. Counselors do not have information on where the school is in the registration process. This significantly delays the School Eligibility and Registration administrative processes which can take up to 60 days. Simply use the School Search function on the MyCAA portal. This can also be accessed directly by using this [link](#).

34. What requirements does MyCAA have for schools?

School officials must sign a MyCAA Memorandum of Understanding (MOU) with the Department of Defense stating they will comply with MyCAA policy and program requirements. They must be accredited by a regulatory body recognized by the Department of Education or Department of Defense. Their staff must abide by requirements of the MyCAA School Users Terms and Conditions Agreement which covers (1) use of the AI Portal for processing invoices and posting grades, (2) being truthful and fair when recruiting students, and (3) applying the SOC Student Bill of Rights to military spouses.

35. Do spouses have to choose a school that is already participating in MyCAA?

- No, but it can take up to 60 days to approve new schools into the MyCAA program.
- If the spouse’s school is not a MyCAA participant, the spouse is encouraged to consider an alternative school that is already participating in MyCAA.
- Spouse Education and Career Opportunities Counselors can recommend affordable school choices that will give similar education value for both traditional classroom and distance learning options.

36. Where do spouses find help choosing a school?

There are several sources of assistance:

- Call Military OneSource (1-800-342-9647) for Career Services including no-cost Career and Education counseling appointments.
- Visit www.careeronestop.org to explore Portable Career Fields and occupations, and to find schools that provide programs of study that lead to licenses, certificates, certifications and Associate’s Degrees in your local area or online.
- Visit your local Community Colleges and use their career and education counseling services.
- Explore Military OneSource’s Spouse Career Center, online at www.militaryonesource.com.
- Visit the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) and use the Program Search function.
- Visit your school’s website to review sample Education and Training Plans.

37. If spouses already know which school they want to attend, what do they do next?

- Create a MyCAA Account within the MyCAA Spouse Portal at <https://aiportal.acc.af.mil/mycaa>.
- Use the School Search function in the MyCAA Spouse Portal to verify schools of interest are participating in MyCAA.
- Meet with school officials from more than one school to discuss and compare course costs, school graduation and program of study completion rates, employment placement rates, availability of school career and student services, the true cost of education loans and availability of additional financial assistance, potential income levels for occupations of interest, etc.
- Apply to the best value schools that meet the spouse's career and education needs.
- Once accepted, enroll at the school and in the program of study of interest.
- Create a MyCAA Education and Training Plan (E&TP) according to MyCAA E&TP guidelines (see MyCAA Spouse Portal front page). Then, seek MyCAA E&TP approval.
- After plan approval, request MyCAA financial assistance for each class that begins within the next 60-15 days.

38. Can spouses encourage a school to participate in MyCAA?

Spouses should encourage school officials to visit the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>) to learn more about how to “Come On-Board” with the MyCAA Program. Detailed information is found on the Schools Resource page. NOTE: Information and encouragement do not guarantee that a school will agree to participate or that the school will be eligible for MyCAA participation. Spouses should have an alternative school in mind in case their first choice of school is not available.

39. How long does the “On-Boarding” process take?

- The new School Eligibility and Application process can take up to 60 days.
- The MyCAA School and Program Support Team will provide only school officials with 20-40-60 day status reports regarding application status. They will let school officials know when it is time to register in the AI Portal.

Spouses SHOULD NOT WAIT too long before choosing a school and starting classes. They have 3 years to complete their program of study from the date of their first class.

40. Does MyCAA pay spouses or schools for course costs?

MyCAA Financial Assistance (FA) payments are made directly to schools using the AI Portal, an electronic invoicing system.

41. How do schools get paid?

Schools submit an electronic invoice for course payment through the AI Portal. The invoice is reviewed and approved by DoD Financial Analysts. A Payment Authorization Letter containing government credit card information is sent back to schools through the AI Portal. This letter allows schools to receive payment.

E. MyCAA Education and Training Plans

42. What is a MyCAA Education and Training Plan?

Prior to requesting MyCAA Financial Assistance (FA), spouses must develop an Education and Training Plan (E&TP) detailing the courses they are a planning to take to obtain their Associate's degree, license, certificate or credential. E&TP Guidance and sample documents are found in the Resource Section of the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>). Plans are reviewed and approved in the order in which they are received by MyCAA. Approval can take up to 14 business days.

Plans include:

- Portable Career Field and Occupation (called the Spouse's Career Goal)
- School and Campus Location
- Program Type (Associate's Degree, license or credential)

- Program Name
- Course and/or credential exam information (course names and codes) including core course requirements and possible electives.

Once approved by Spouse Education and Career Opportunities Counselors, the E&TP is locked for funding purposes.

- Spouses can only change their stated Career Goal once.
- Coursework changes will require a counselor's assistance if needed after the E&TP is approved
- Spouses can only have a maximum of five E&TPs over the 3 year funding lifetime of their MyCAA account.

If incorrect information is provided, MyCAA FA requests will be rejected during the school invoicing process. If this happens, the spouse may be held responsible by their school to pay course costs.

43. How can military spouses get assistance with their Education and Training Plan(s)?

Spouses can help themselves:

- Read the Education & Training Plan (E&TP) Guidelines posted on the front page of the MyCAA Spouse Portal (<http://aiportal.acc.af.mil/mycaa>). This includes sample plans from sample schools in sample formats.
- Visit www.careeronestop.org to explore Portable Career Fields and find schools that have programs of study leading to licenses, certificates, certifications, and Associate's Degrees.

School officials can help spouses:

- Work with school officials and/or academic advisors to develop a School E&TP.
- This is the best way to ensure required information is correct and to avoid administrative errors and time delays.

Spouse Education and Career Opportunities Counselors (1-800-342-9647) can help spouses:

- Explore career interests, evaluate school options and compare programs of study, including costs.
- Review and approve spouse E&TP(s).
- Make allowable changes to Career Goals and coursework.

44. Why are there delays in getting help?

There are over 1.2 million military spouses eligible to participate in the MyCAA program and over 3,000 schools that are registered in the MyCAA electronic invoicing system. MyCAA answers calls and messages in the order they were received unless they are urgent requirements related to class start dates or graduations.

The fastest way for spouses to get help if they already have an open MyCAA Account is to send a message to a Spouse Education and Career Opportunities Counselor through their Message Box.

Visit the Help/Contact Us and Resource Sections of the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>).

45. Why do grades get posted in the MyCAA Spouse Account?

- Failing grades, incompletes and course withdrawals do not help spouses acquire licenses, certificates, degrees or employment. In such cases, MyCAA requires spouses to make contact with a Spouse Education and Career Opportunities Counselor to develop a plan for future success.
- If there is more than one course failure or withdrawal, the spouse's account will be permanently closed.
- Grades must be posted within 60 days of course end dates. Ultimately, it is the spouse's responsibility to ensure grades are posted by school officials. Spouses will not be allowed to receive additional MyCAA funding until this requirement is met.

46. What CANNOT be included in a MyCAA Education and Training Plan?

- Courses with a zero (\$0) cost
- Courses being taken to complete a Bachelor's, Master's or Doctoral Degree
- Courses that are being taken on an audit basis or being repeated unless MyCAA has received a full refund from the school

47. Who can make changes to a MyCAA Education and Training Plan?

- Prior to approval, only spouses may make changes to their MyCAA Education and Training Plan (E&TP). However, once a plan has been approved, a Spouse Education and Career Opportunities Counselor must be contacted for changes to be made. Contact a Spouse Education and Career Opportunities Counselor at 1-800-342-9647 or send a message using the MyCAA Account Message Box to request assistance.
- Spouses can only change their E&TP four times over the 3 year funding lifetime of their MyCAA account (for a maximum of five E&TPs).

48. How are Education and Training Plans affected by spouse relocation?

- Relocating spouses are encouraged to contact their Spouse Education and Career Opportunities Counselor to discuss the impacts of relocation on their Education and Training Plans.
- If spouses are enrolled in a distance learning program and plan to continue that program, they will only need to update their Profile information.
- If spouses need to change schools, campus locations or programs of study, they will have to create a new Education and Training Plan and request MyCAA approval.

49. If spouses do not have correct school and course information, should they guess?

NO!

- DO NOT use prior year course catalogs to get information. Information changes every year.
- Spouses need to contact school officials to confirm school name, campus location and course information PRIOR to submitting Financial Assistance (FA) requests on a course-by-course basis.

50. Will MyCAA pay for the same course more than one time?

No. If a spouse needs to repeat a course, the spouse will need to do so at his or her own expense unless MyCAA receives a full refund from the school. MyCAA also does not pay for a course that is being audited or for courses that are ungraded or have no academic credit.

51. Will MyCAA pay for fees?

No. MyCAA only pays for tuition costs for courses and programs of study that lead to associates degrees, licenses, certifications and certificates required by Portable Career fields and occupations. It also pays for the cost of the license or certification test/examination.

52. Will MyCAA pay for Study Abroad Programs?

No. Additionally, MyCAA does not pay costs for transportation, lodging/housing, and other related expenses. MyCAA only pays tuition costs for courses and programs of study offered by participating schools within the United States and for those offered by these same institutions on military bases overseas.

53. What happens if a spouse fails a course?

The spouse's account will be suspended until the spouse talks to a Spouse Education and Career Opportunities Counselor and develops a plan for successfully completing future courses using MyCAA funding. A second course failure or withdrawal will result in the spouse's MyCAA Account being permanently closed.

54. Does adding classes to a MyCAA Education and Training Plan also enroll the spouse in these classes at their school/university?

No, spouses still have to:

- Apply and be accepted at their school and within their programs of study
- Follow school enrollment, course registration and Drop/Add procedures

55. How do spouses add courses to a new or approved Education and Training Plan?

Contact a Spouse Education and Career Opportunities Counselor (1-800-342-9647) or send a Message via the MyCAA Account Message Box for assistance. Changes to Education and Training Plans are restricted.

56. If a spouse wants to add more courses to an already approved plan, do the additional courses need to be approved by MyCAA?

Assistance from a Spouse Education and Career Opportunities Counselor will be required to make changes to an Education and Training Plan. Approval can be made at that time.

57. How long does it take for an Education and Training Plan to be approved?

It takes approximately 14 business days. Once an Education and Training Plan is submitted, the plan is automatically entered into a queue in the system to be approved. Plans are worked in the order that they are received. Messages are no longer required to be sent to counselors requesting approval. Please do not send multiple messages requesting plan approval as this further delays the review and assessment process.

58. How will a spouse know if his or her license or certification qualifies as a portable career?

The Department of Labor and Department of Defense define a portable career as one that is high growth; high demand; largest employment; and most likely to have job openings in military duty locations. These types of careers are plentiful in many locations where the Armed Forces stations military families. Spouse Education and Career Opportunities Counselors (1-800-342-9647) can provide career and education counseling that will help spouses find licenses, certifications and other credentials that are recognized by the Departments of Labor and Defense as portable. They can also direct spouses to testing sources for these credentials and testing organizations that are registered participants in the MyCAA Program. For more information, spouses should visit the Tests Page in the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>).

59. Can a spouse's Associate's Degree be in any subject?

Spouses must pursue an Associate's Degree, license or certification in a portable career field. For example, Associate Degrees in general education would not be considered a good or acceptable career choice. Associate's Degrees in General Studies and Liberal Arts are not eligible for MyCAA funding.

60. Are there any restrictions in Associate's Degrees as to what MyCAA will pay for? Will MyCAA pay for general course requirements as well as career specific requirements (e.g. some Associate's Degrees require physical education or orientation seminars or English 100)?

Courses that are required by the school as part of an Associate's Degree will be paid for. Remember, Associate's Degrees in General Studies and Liberal Arts are not eligible for MyCAA funding.

F. MyCAA Financial Assistance (FA)

61. Why is the Department of Defense (DoD) providing Financial Assistance (FA) to military spouses?

DoD is providing MyCAA financial assistance to eligible military spouses in order to assist them in becoming qualified for Portable Career employment opportunities. MyCAA funding shall not be used to pay for recreational or personal enrichment courses unless these are also requirements for approved programs of study leading to licenses, certificates, certifications or an Associate's Degree (e.g. electives).

62. When can a spouse apply for MyCAA Financial Assistance (FA)?

After spouses have created an Education and Training Plan and received MyCAA approval, they can request financial assistance on a course-by-course basis for courses starting within 60 days and no later than 15 days before the start date of the course. Courses that have different start and/or end dates must be on separate FA requests. FA's can take up to 14 business days to be approved.

63. How do spouses apply for Financial Assistance (FA)?

- Open a MyCAA Account.
- Create an Education and Training Plan and get it approved by a Spouse Education and Career Opportunities Counselor.
- Follow step-by-step guidance for requesting MyCAA financial assistance in the MyCAA Spouse Portal. Spouses will need to know course start and end dates, course code, course title, and tuition. Spouses should contact schools for this information. **PLEASE NOTE:** If a school requires the use of their course catalog, courses cannot be entered manually. If required courses are not listed in the catalog, spouses should contact their school for further assistance.
- Once the FA request is approved, print the MyCAA FA documents and take them to the school if course registration and enrollment is required onsite at the school. Keep in mind that school officials can see spouse FA requests in real time (including changes made to these requests) in their AI Portal Accounts.
- School officials can reserve a space in a course for the spouse who has an approved FA document.
- If a spouse enrolls in a course without an approved FA document, the spouse will be held responsible for course costs.

64. How do spouses print a Financial Assistance (FA) document?

Follow step-by-step guidance on the MyCAA Spouse Portal (<https://aiportal.acc.af.mil/mycaa>).

65. How do spouses edit Financial Assistance (FA) information after it has been approved?

Contact a **Spouse Education and Career Opportunities Counselor** for more information and assistance: 1-800-342-9647 or send a Message via the spouse MyCAA Account Message Box.

66. How does the fiscal year cap affect my MyCAA funding?

The funds for the MyCAA program are based on the government fiscal year which runs from October 1st to September 30th. Therefore, it is very important for spouses to plan how they will pay for their schooling throughout the year. Some important information about the MyCAA program's fiscal year is listed below:

- There is a \$2,000 fiscal year spending cap (a maximum of \$2,000 can be used per fiscal year)
- The \$2,000 fiscal year cap is based on the start date of the course or program, not the date the financial assistance (FA) request is submitted or approved.
- Spouses should pay close attention to the fiscal year dates so that they can plan accordingly for the next fiscal year
- If all of the spouses' MyCAA funds are not used within 3 years from the start date of the first course on their first FA request, those funds will be forfeited. Additionally, all courses must be completed by the end of the three year period.

The examples below show how the fiscal year cap can impact spouses' MyCAA funding. Examples are based on a new MyCAA account with \$4,000.

Example 1: If only \$1,000 is used in the first fiscal year of the MyCAA account, then \$2,000 can be used in the second fiscal year, and \$1,000 can be used in the third fiscal year, not to exceed \$4,000.

Example 2: If only \$300 is requested at the end of the first fiscal year, another \$2,000 of MyCAA funding can be used in the second fiscal year. The remaining \$1,700 cannot be used until the 3rd fiscal year.

Example 3: If only \$500 is used in the first fiscal year of the MyCAA account and \$500 is used in the second fiscal year, only \$2,000 would be available to use in the 3rd fiscal year. If \$2,000 is used in the 3rd fiscal year, the remaining \$1,000 left in the account would be forfeited since it was not used during the first and second fiscal years.

If additional educational funding is needed, spouses should contact Military OneSource at 1-800-342-9647 for information on other financial assistance programs.

67. What if a spouse is planning on getting a certification that is going to cost more than \$2,000 up front? Can the \$2,000 per year cap be exceeded?

Yes, there is a waiver process built into the MyCAA program for licenses and certifications that require up-front tuition that is greater than \$2,000 with a total expenditure limit of \$4,000. Spouses should contact a Spouse Education and Career Opportunities Counselor (1-800-342-9647 or by MyCAA Account Message Box) for assistance in requesting a waiver from MyCAA policy requirements.

68. When does the \$2,000 per fiscal year cap begin?

The fiscal year for 2010 is October 25, 2010 ending on September 30, 2011. Each year after that it will be October 1 through September 30 the following year.

69. When will the three year time limit begin?

The three year time limit to use MyCAA funding begins on the start date of the first course taken by a spouse using MyCAA financial assistance after 25 October 2010.

70. Can spouses get money back from MyCAA for classes that have already started or been completed?

MyCAA does not provide reimbursements of any kind to spouses. Adjustments are sometimes made to MyCAA Spouse Accounts if refunds are made by schools back to the MyCAA credit card that was used to pay for a course that was cancelled by the school or if the spouse was able to drop a course before the end of the school's Drop/Add period. But MyCAA does not pay for courses that have already started or been taken by the spouse at his or her own expense.

If a spouse or school deliberately commits fraud by entering incorrect information into the MyCAA system, they can both be permanently disenrolled from the MyCAA program. They may also face serious legal and financial consequences.

71. Can a spouse use MyCAA Financial Assistance (FA) at a school that is not participating in MyCAA?

No. This is also true for testing organizations. MyCAA can only pay schools and institutions if they have been vetted, approved and registered to participate in the MyCAA program

72. Do organizations that offer Continuing Education Units (CEU), Bar or CPA Exams have to register to receive MyCAA FA payments?

Yes. This is the only way they can receive payments for courses and credentialing exams.

73. What other benefits are available to spouses once their funding is spent?

Military OneSource (1-800-342-9647) has prepared a comprehensive list of additional sources of financial assistance that can be used by spouses who are seeking education and training for portable careers. They can also provide career counseling to help spouses explore portable career options, learn more about their own interests, skills and abilities, and develop critical job search and networking skills. Additional Career Services are also available to

MyCAA spouses who have completed their programs of study using MyCAA funding and who are now ready for gainful employment.