How to Avoid Common Pitfalls With My Career Advancement Account Scholarship

✔ Keep the lines of communication open. If you have initiated contact regarding your My Career Advancement Account Scholarship account, be sure to check your account on a weekly basis for replies or system messages.

✔ Submit your Education and Training Plan for approval at least two months prior to your desired class start. The approval process can take up to 14 business days, and after that, you will need additional time to submit your financial assistance request.

✔ Request your financial assistance no earlier than 60 days in advance of the start date.

✔ Print or save a copy of all your financial assistance documents, and then deliver a copy of the approved documents to your school.

✔ Remember, you have seven calendar days after the start date listed on your financial assistance to make any edits to your financial assistance document. If you are within that seven-day window and need to make edits, you can contact the Military OneSource Spouse Career Center using the messaging function in your My Career Advancement Account Scholarship account. After editing your financial assistance document, remember you have to re-sign the document digitally in the My Career Advancement Account Scholarship Portal.

For more information, visit https://aiportal.acc.af.mil/mycaa/.
If you are considering dropping or withdrawing from your My Career Advancement Account Scholarship-funded education, please review your enrollment agreement before taking action. It is important to know the timeframe for the withdrawal or drop and add period. You will also want to find out if your My Career Advancement Account Scholarship account will be reimbursed 100 percent or partially reimbursed depending upon the time you withdraw or drop from a class. If you still want to drop or withdraw, then contact your school to notify them of your decision.

Applying for financial assistance for a certificate program? Make sure the amount on the financial assistance includes only your tuition and not fees or books. Remember to account for the difference between tuition cost and total program cost.

Double check your financial assistance enrollment information before submission for errors such as incorrect course code, title, start and end dates, and costs. Incorrect information could slow the progress of the school receiving its money, which may cause delays in your registration for classes. Because of the delay in payment to the school, you may be responsible for paying for registration out of your pocket.

If you need assistance developing an Education and Training Plan, please schedule an appointment with a certified Career Counselor. Call 800-342-9647 to speak to a certified Career Counselor. Once you have completed this appointment, you can then move on to the next step, which is submitting your Education and Training Plan.

Acknowledge all account information updates. Look for updates once you have logged in to your account. They are at the top of your account screen in a red box. These updates alert you if anything important is missing or required for your account such as missing or overdue grades, or program benefit information.

Confer with your school My Career Advancement Account Scholarship representative. He or she can assist with any concerns you may have about the program. The representative is usually located in the registrar’s office, financial aid office or veterans affairs office.

Research community resources for assistance with nontuition financial needs such as transportation, child care and funding to cover the cost of books, fees and supplies. Your local Chamber of Commerce, Workforce Investment Board, American Job Centers, Cooperative Extension System Offices, http://csrees.usda.gov/Extension/, and Military OneSource (800-342-9647) can provide additional information and resources.

For more information, visit https://aiportal.acc.af.mil/mycaa/.
The My Career Advancement Account Scholarship is part of the Department of Defense Spouse Education and Career Opportunities program that offers comprehensive counseling, information, tools and resources to support military spouse career exploration, education, training and licensing, employment readiness and career connections.

✓ If you are planning to move, research the area where you will be living to gain a better understanding of how you can apply your training and knowledge. Your local American Job Centers, http://www.careeronestop.org/LocalHelp/local-help.aspx, provide information on the local job markets, employment and training opportunities. You can also visit MilitaryINSTALLATIONS, enter your installation name and choose Relocation Assistance Program to find the relocation office at your new duty station. Certified Career Counselors (800-342-9647) can also provide additional information and resources to help you prepare to make a successful move.

✓ If you are interested in a school that is not My Career Advancement Account Scholarship-approved, request that a school representative go to https://aiportal.acc.af.mil/mycaa/schoolresources and click ‘On-Boarding’ to find information about submitting an application. Be aware that it can take between 30 and 60 days for the application to be processed.

Send your feedback to us at MyCaaFeedback@militaryonesource.mil.

Find answers to your frequently asked My Career Advancement Account Scholarship questions or begin your application process online at http://aiportal.acc.af.mil/mycaa.

November 2016