

MyCAA (My Career Advancement Account) at FTCC FAQs

Q: What does MyCAA pay for at FTCC?

A: Curriculum tuition; Continuing Education classes

Q: After I have been accepted to the MyCAA program, what do I need to do at FTCC?

A: *If you are not a current student at FTCC:*

Visit "Getting Started" on the FTCC website for the general admissions process

<http://www.faytechcc.edu/admissions/default.asp>

If you are a current student at FTCC:

Contact MyCAA and visit the MyCAA homepage at <https://aiportal.acc.af.mil/mycaa/default.aspx>. Visit the MyCAA fact sheet to make sure you qualify for the program, if you have any additional questions contact MyCAA counselors at 1-800-342-9647. Once you have been accepted into the MyCAA program contact McKenzie Schalla at 678-1006 to verify the correct way to input your course information.

Q: I have registered for classes at FTCC and I have MyCAA that will pay for my classes. What is my next step?

A: You will need to update your MyCAA account with the classes you are registered for to generate the financial assistance authorization that must be submitted to FTCC. If you have questions related to the correct way to enter your courses into your MyCAA account, please contact McKenzie Schalla at 678-1006.

Q: How do I enter my classes into MyCAA account?

A: Contact MyCAA counselors at 1-800-342-9647 or visit the MyCAA FAQ's for a step by step guide. McKenzie Schalla in the Business Office can assist you in the proper way your class and the section number should be entered. McKenzie can be reached at (910) 678-1006.

Q: I have a MyCAA financial assistance authorization. Are my classes held automatically?

A: No, you must submit your authorization to the FTCC Business Office. Please contact McKenzie Schalla at (910) 678-1006 or schallam@faytechcc.edu or 171 Lake Tree Blvd, Spring Lake, NC Rm 116B.

Q: What is the deadline to give the MyCAA authorization to FTCC?

A: For curriculum classes:

- The authorization is due in the Business Office by the payment deadline advertised on the "Registration and Tuition Payment Schedule" (found under Latest News on FTCC's main webpage) and in the tabloid. The authorization is considered your form of payment for classes.
- If you register after the payment deadline, your authorization will be due by 4:00 p.m. on the day that you register. In this case the Business Office recommends that you pay out of pocket otherwise you risk being dropped from your classes for non-payment.

For Continuing Education classes:

- You must have your authorization issued prior to registering for your class. The authorization is considered your form of payment.

Note: If you make any changes to your registration schedule (which includes classes, dates of classes or total tuition) after you have a MyCAA authorization, it is your responsibility to make the corresponding changes in your MyCAA account to generate an updated authorization. The updated authorization must be submitted to the FTCC Business Office.

Q: Today is the payment deadline, and I have just entered my classes into my MyCAA account. I don't have an authorization yet, what do I do?

A: To be sure that you are not dropped from your classes you will need to pay out of pocket, after your authorization is approved call the business office at (910) 678-1006 so we can verify that we have a copy. Once the business office puts your authorization into our system, this will generate a refund. A refund check will be mailed to the address FTCC has on record.

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Q: Who at FTCC do I contact concerning MyCAA paying for my classes?

A: McKenzie Schalla, Accounts Technician

(910) 678-1006 phone

(910) 436-5184 fax

schallam@faytechcc.edu

171 Lake Tree Blvd, Room 116B, Spring Lake, NC 28390

Q: How and when does FTCC get payment from MyCAA?

A: FTCC will bill the MyCAA program after the 10% point of the semester. It may take 8-10 weeks for the MyCAA program to submit payment to FTCC.

Q: If I drop at class at FTCC before the class starts or during the 10% period when will the funds be returned to my MyCAA account?

A: Funds will be returned during the billing process to the MyCAA program. The MyCAA program must review the bill issued by FTCC. The billing process includes marking classes that students drop. Once the MyCAA program reviews the bill, they will adjust your MyCAA account. This process can take a couple of months from the time classes start until MyCAA puts the funds back into your account.