

## Helpful Tips to Know About Grades and Program Completions

SECO tracks the progress of spouses using the MyCAA scholarship in two main ways: grades and program completion data.

### **Program Completion**

Information uploaded to the AI Portal to signify a spouse has finished a program of study or a licensure/certification exam is program completion data.

This allows MyCAA to track the overall success of the spouse and aids counselors in identifying opportunities to assist spouses with career readiness, career connections, and to work with SECO partners, such as MSEP.

### **Grades**

**Schools and Organizations must post within 60 days of end date.** Grades can only be submitted through the [AI Portal](#). A step-by-step guidance is provided in the user guide, which can be found in the “Essential Resources” section of the AI Portal.

#### **What are stoppers to a MyCAA Scholarship recipient?**

- If a grade is not submitted, the spouse’s account will be locked.
- Spouse will not be permitted to register for any additional FA until this is resolved.
- Spouse CAN request additional FA with no grade posted if the course hasn’t ended yet.
- The following grades are stoppers that a military spouse must address with a SECO Career Advisor:
  - I – Incomplete: place holder and a final grade must be posted upon completion of the course or post an “N” within six months of the end date on the FA.
  - N – Non-Passing/Non-Completion
  - O – Audit: MyCAA will not pay for audited courses.
  - W – Withdrawal: withdrawal after the Drop/Add period. MyCAA may be due a full or partial refund based on the date of the spouse’s withdrawal.

MyCAA considers “F”, “N”, “W” (without a full refund), and “I’s” that are past the six month period unsatisfactory. For more letter grade questions, please refer to our FAQ’s Section F.

#### **Grade change requests for incorrect grades posted to account**

All grades edits can be made by submitting a grade change request via email to:

[mycaaschools@militaryonesource.mil](mailto:mycaaschools@militaryonesource.mil). The email needs to come from a school POC. Please include:

- School/Organization and spouse name
- The course to which the grade change needs to be applied

**Who can upload grades?**

- Users must have grade tech permissions in the AI portal.
- Contact the school's user account controller (or UAC) or AI Portal technical support team at [aiportal@bamtech.net](mailto:aiportal@bamtech.net) to get permissions.