

# FREQUENTLY ASKED QUESTIONS (FAQs)

## Military-Affiliated Families

Updated: November 5, 2021

### GENERAL ASSISTANCE AND ADVISING HELP

#### Contacts for military-connected family support services:

Web: [www.alamo.edu/military](http://www.alamo.edu/military)

Email: [dst-military@alamo.edu](mailto:dst-military@alamo.edu)

Phone: (210) 486-2001

#### Are the Alamo College offices on Joint Base San Antonio (JBSA) Installations open?

As of November 1, 2021, all JBSA offices remain closed for face-to-face student services. Student support services are provided remotely until further notice.

#### Will classes be delivered on Joint Base San Antonio installations for Spring 2022?

Face-to-face instruction is expected to resume at JBSA sites for the Spring 2022 semester, beginning January 18th.

#### When is the Military Support Services team available to help me?

Month/Dates	Days	Hours
Through December 17	Monday-Friday	0800-1700
Phone	(210) 486-2001	
Email	<a href="mailto:dst-military@alamo.edu">dst-military@alamo.edu</a>	
Personal Zoom	Email request to <a href="mailto:dst-military@alamo.edu">dst-military@alamo.edu</a>	

#### How do I find out who my Certified Advisor is?

You can locate your advisor on ACES by clicking through: My Page > Academic Profile > Advisors

#### Do I need an assigned Advisor to speak with an Advisor?

You may request to speak to an Advisor by emailing [dst-advising@alamo.edu](mailto:dst-advising@alamo.edu)

#### How do I get an education and training plan for TA or MyCAA?

Students should contact their Certified Advisor from their home college to obtain an education and training plan. MyCAA students need a very specific outline. Contact the Military Support Services team for the template to provide your Advisor.

### TUITION, FEES, FUNDING AND PAYMENT INFORMATION

#### When do I need to pay?

View payment deadlines here: [Payment Deadlines](#)

#### Where can I get help with military TA?

Students should first contact their Military Education Office/Advisor for assistance with TA. If additional assistance is required, the Military Education Office will refer you to Military Support Services for help.

### **Where can I get help with ArmyIgnitED?**

Visit [www.alamo.edu/armyignited](http://www.alamo.edu/armyignited) for guidance on the ArmyIgnitED process and using Army TA at Alamo Colleges District colleges.

### **Where can I get help with the Spouse Career Advancement Account program (MyCAA)?**

Students should first contact [MyCAA Advisors for assistance](#). If additional assistance is required, MyCAA will refer you to Military Support Services for help.

### **Does Texas offer in-state tuition rates to Military-Connected students?**

Check with the Admissions Office. Military & Veteran students may submit additional residency documentation to the Admissions office or may submit a Military Verification for Resident Tuition form, under [student forms](#).

### **What is the tuition rate for DoD funded students (military TA and MyCAA)?**

The Alamo Colleges has two tuition [rates for military using TA or MyCAA](#).

### **Does TA and MyCAA pay for special tuition?**

Yes. Contact one of our Military Support Team members for assistance on calculating per semester hour tuition rates on your TA request.

### **What are Instructional Materials (IM) fees?**

Instructional Materials (IM) fees result when a (electronic) textbook is included with one or more of your courses. Look in the online schedule comments to see if textbooks are (IM) included or view your account summary to view IM fees. You will receive access to your electronic textbook through your instructor.

### **How do I pay the college with TA or MyCAA?\***

Email approved funding documents to [dst-military@alamo.edu](mailto:dst-military@alamo.edu) to pay your tuition.

**\*Army TA**, once requested by the student, will automatically be routed through the ArmyIgnitED system to the college for payment.

### **How do I pay for fees not covered by TA or MyCAA?**

Pay by check or credit card through your ACES account unless you have other financial aid that covers it.

### **Is there a way to secure my classes while I wait for funding approval?**

Enroll in a payment plan option through the [Virtual Business Office](#)

TA/MyCAA payment extension for delayed funding: [Payment Deferment Request Form](#)

### **Where can I purchase textbooks?**

Our college bookstore is available online at [www.efollett.com](http://www.efollett.com). You may also use the ISBN number to search for other textbook sellers or textbook rental companies.

## **COURSE AND ENROLLMENT CHANGES**

### **What happens if my course is cancelled?**

If you wish to add another course, contact your TA/MyCAA Advisor for guidance on funding implications and your Certified Advisor for degree plan guidance. Students using financial aid should check with the financial aid office for implications. Students are not billed for cancelled courses. Army students must submit a "Request for Upload" when any enrollment changes occur.

### **I need to drop/withdraw from classes. Will I get a refund?**

View refund dates and percentages here: [Refund Dates](#)

Refunds associated with TA or MyCAA payments are refunded to the service and the student is responsible for all charges resulting from withdrawals not covered by TA or MyCAA funding.

### **I need to withdraw from classes for military reasons (other than deployment).**

If a student withdraws due to military obligations, the colleges, at the student's option and with proper documentation, shall:

1. Grant a student who is eligible under the Alamo Colleges District's guidelines a grade in all courses by designating "Withdrawn-Military" (WM) on the transcript **OR**
2. As determined by the instructor, assign an appropriate final grade or credit to a student who has satisfactorily completed a substantial amount of coursework and demonstrated sufficient mastery of the course material.

See the [college catalog](#) for more information.

### **I have deployment orders. What are my options?**

Contact a military support services team member or college VA office to discuss options available to military members.