Voluntary Education Program
Readiness (Force Education & Training)

Voluntary Education Update
Dawn Bilodeau,
Director, DoD Voluntary Education
January 2019
Agenda

- Voluntary Education (VolEd) Overview
- Fiscal Year 2018 (FY18) VolEd Review
  - Promote Quality Educational Opportunities
  - Ensure Military Student Readiness and Success
  - Enable a Viable VolEd Community
  - Cultivate a Culture of Organizational Effectiveness
- What’s Next
- Discussion
Enable off-duty, education opportunities for Service members and adult family members.

Authorization/Defense Policy:
- DoD Directive 1322.08E (January 3, 2005)
- DoD Instruction 1322.25 (July 7, 2014)
- DoD Instruction 1322.19 (March 14, 2013)

Programs & Services:
- Professional Education Counseling
- High School Completion/Diploma Programs
- Academic Skills Program
- Tuition Assistance (TA) for Postsecondary Degree/Certificate Programs
- College Credit Examination Program
- Military Evaluation Program
- Joint Service Transcript
VolEd Overview
(Where We Are)

Assistant Secretary of Defense for Readiness

Deputy Assistant Secretary of Defense for Force Education and Training

Military Training and Ranges
Joint and Integrated Operations Training
Voluntary Education
Credentialing/Apprenticeship

Professional Military Education
Secretary of Defense Executive Fellows
Financial Readiness
Advanced Distributed Learning
Defense Language and National Security Education
VolEd Overview
(What We Do)

- **2,700+** academic institutions participate in VolEd programs through a signed Department of Defense VolEd Partnership Memorandum of Understanding (DoD MOU).

- DoD supported over **928,000** Service members participating in off-duty, education opportunities in Fiscal Year 2018 (FY18):
  - **1,210,000** counseling sessions were conducted.
  - **247,000** Service members enrolled in **712,000** college courses.
  - **47,000** college degrees and nearly **600** certificates were earned by Service members using TA.
  - **37,000** Service members registered for academic skills courses.
  - **209,000** tests were administered.
  - **313,000** official transcripts were sent to educational institutions.
VolEd Overview
(Why We Do It)

2015-2020 VolEd Strategic Plan

Vision Statement
“Shaping quality voluntary educational experiences to foster better service members, better citizens”

Mission Statement
“Champion policies, programs, and partnerships that enable access to quality postsecondary educational opportunities, empower informed service member decision-making, shape meaningful personal and professional pathways, and drive military student success in higher education.”

Focus Area One
Promote Quality Educational Opportunities

Focus Area Two
Ensure Military Student Readiness and Success

Focus Area Three
Enable a Viable VolEd Community

Focus Area Four
Cultivate a Culture of Organizational Effectiveness
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FY18 VolEd Review
(Career Path DECIDE Launch)

October 4, 2018, launch of Career Path DECIDE (www.careerpathdecide.org)

6,000+ Users To Date

BACHELOR DEGREES

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>SCHOOL</th>
<th>CITY, STATE</th>
<th>CREDIT</th>
<th>INDEX</th>
<th>ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Page, Digital/Multimedia and Information Resources Design</td>
<td>School A</td>
<td></td>
<td>$273.52</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Design and Visual Communications</td>
<td>School B</td>
<td></td>
<td>$136.92</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Graphic Design</td>
<td>School C</td>
<td></td>
<td>$172.82</td>
<td>72%</td>
<td></td>
</tr>
</tbody>
</table>

Computer Systems Analysts
CURRENT QUALIFICATION FOR THIS OCCUPATION: 82%

NEXT STEPS
To improve your chances of getting this job, there are a few things you need to do:

TOP PRIORITY:
- Get a Bachelor's Degree
  (23% of people in this field have this education level)
- Get a Certificate

LOW PRIORITY:
- Acquire additional Hot Skills
- Acquire extra Soft Skills

> 5 Minute Per Session
Career Path DECIDE is a career pathway and education advising tool that enables informed decisions...

Seamless access to the information needed to plan your career path

- Explore career pathways based on fit, qualifications, growth opportunities or interest.
- Learn what an occupation involves, salary range, required experience and education.
- Understand where to start and what is required for success within a given career field.
- See specific and actionable next steps required to build knowledge and close skill gaps.
- Get connected to the right education and professional development opportunities.

Career Path DECIDE brings together data from trusted Government sources
FY18 VolEd Review
(Memorandum of Understanding)

5-Year Renewal – DoD MOU

- [https://www.dodmou.com/](https://www.dodmou.com/)
- Reminder: This is the 5-year renewal year for most institutions that signed the DoD MOU on/about July 7, 2014.

Update your Points of Contact (POC) information at [www.dodmou.com](http://www.dodmou.com)

MOUs will expire 5 years from the effective date, unless terminated or renewed
2018 Annual Cycle: “Year 2” for DoD’s Institutional Compliance Program (ICP), a third party review of educational institutions.

Focus: Compliance with the tenets of the DoD MOU.

<table>
<thead>
<tr>
<th>ICP Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2017</strong></td>
</tr>
<tr>
<td>▪ Close out outstanding Corrective Action Plans.</td>
</tr>
<tr>
<td>▪ Notify institutions of completion or non-compliance.</td>
</tr>
<tr>
<td><strong>2018</strong></td>
</tr>
<tr>
<td>▪ Transmit reports with findings.</td>
</tr>
<tr>
<td>▪ Seek Corrective Action Plans.</td>
</tr>
<tr>
<td><strong>2019</strong></td>
</tr>
<tr>
<td>▪ Select participants (random/risk factor evaluation)</td>
</tr>
<tr>
<td>▪ Notify institutions of selection.</td>
</tr>
</tbody>
</table>
FY18 VolEd Review
(VCIP Review Cycle)

- An announcement letter kicks off each institutional review
- Report for institutions identifying any potential finding(s), condition(s), cause(s), and recommendation(s)
- ICP participants with minimal findings will be exempt from random selection for three years/risk-based selection for one year
- Typical annual schedule:

<table>
<thead>
<tr>
<th>J</th>
<th>F</th>
<th>M</th>
<th>A</th>
<th>M</th>
<th>J</th>
<th>J</th>
<th>A</th>
<th>S</th>
<th>O</th>
<th>N</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection</td>
<td>Notification</td>
<td>Assessments</td>
<td>Feedback</td>
<td>CAP Development</td>
<td>CAP Execution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Completed review of 250 educational institutions (200 random selection and 50 risk factor evaluation).

2018 ICP reports issued to participating institutions with:
  - Finding(s) and recommendation(s).
  - Requirement for a Corrective Action Plan to address finding(s).

An aggregate 2018 ICP report will be available shortly. In general,
  - All educational institutions had at least one finding.
  - Educational institutions had seven (7) findings on average.
  - Most findings related to “financial matters” and/or “recruiting, advertising, & marketing.”

Next steps:
  - Applying lessons learned to improve the overall process.
  - Preparing to execute 2019 ICP cycle with announcement letters to 250 selected educational institutions.
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**Focus Area Four**
Cultivate a Culture of Organizational Effectiveness

**FY18 VolEd Review**
(Student Readiness & Success)

2015-2020 VolEd Strategic Plan

- **Professional Counseling**
- **Career Pathways**
- **Servicemembers Opportunity Colleges**
The Military Services employ over 390 Education Services Specialists and 250 professional counselors worldwide (available in-person at a local education center or by phone).

Last year DoD conducted over 1.2 million professional counseling sessions to help Service members explore higher education options, discuss benefits, and consider financing.
FY18 VolEd Review
(Career Pathways)

- **Visualize** a career path and what is required for success.
- **Identify** intentional actions along the path.
- **Attain** milestones – experiences, learning, credentials, etc.
FY18 VolEd Review
(Career Pathways – Decision Support Tools)

Tools designed to enable better informed decision making
DoD will sunset Servicemembers Opportunity Colleges (SOC) Degree Network System (DNS) and Career Technical Education (CTE) resource list effective March 29, 2019.

Why is DoD discontinuing the SOC DNS and CTE resource list?
- Protections added to DoD MOU.
- Transportability no longer a challenge.
- Networks re-envisioned (high growth career pathways, stackable credentials, and industry value).
- DoD focus on career pathways and decision support tools.
FY18 VolEd Review
(SOC Sunset)

» DoD will be notifying impacted institutions and Service members with tailored messages in the coming weeks.

» Information will be available at www.goSO Ced.org shortly.

<table>
<thead>
<tr>
<th>Institution Milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediately</td>
</tr>
<tr>
<td>March 1, 2019</td>
</tr>
<tr>
<td>March 29, 2019</td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

*NOTE: Institutions will still be required to follow the terms of the DoD Voluntary Education Partnership Memorandum of Understanding for all Service members attending degree programs at participating institutions.
**FY18 VolEd Review**
(Viable VolEd Community)

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**2015-2020 VolEd Strategic Plan**
FY18 VolEd Review
(Community of Stakeholders)

Interservice Voluntary Education Board
Chair: Director, DoD Voluntary Education

Department of Defense

Readiness
Voluntary Education
Credentialing/Apprenticeship
Financial Readiness
Professional Military Education

Manpower & Reserve Affairs
Spouse Education
Education Incentives
Reserve Integration
Transition Assistance

Interagency Partners

Provider Partners

American Council on Education
Educational Institutions
Industry Providers
Military & Veteran Service Organizations

Consumer Financial Protection Bureau
FY18 VolEd Review
(Pacific Command Area Visits)
VolEd Review
(Our People)
**FY18 VolEd Review**

(Boots on the Ground)

- **Education Centers:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Japan</td>
<td>▪ Yokota (Air Force)</td>
</tr>
<tr>
<td></td>
<td>▪ Yokosuka (Navy)</td>
</tr>
<tr>
<td></td>
<td>▪ Camp Zama (Army)</td>
</tr>
<tr>
<td>Okinawa, Japan</td>
<td>▪ Kadena (Air Force)</td>
</tr>
<tr>
<td></td>
<td>▪ Camp Foster (Marine Corps)</td>
</tr>
<tr>
<td></td>
<td>▪ Torii Station (Army)</td>
</tr>
<tr>
<td>South Korea</td>
<td>▪ Osan (Air Force)</td>
</tr>
<tr>
<td></td>
<td>▪ Camp Humphreys (Army)</td>
</tr>
</tbody>
</table>

- **Educational Institutions (Pacific Command):**
  - Embry-Riddle Aeronautical University
  - Troy University
  - University of Maryland University College – Asia
Findings:

- Physical presence needed; especially on-site counseling and testing.
- Misunderstanding about contracted providers (colleges) overseas.
- Programs and services impact the entire community.
- Difficulty hiring.
- TA policy exceptions desired (i.e., remove TA caps and pay fees).
- Career Path DECIDE launch excitement.

Findings will inform policy direction and/or change.
FY18 VolEd Review
(Professional Development Institute)

First Annual DoD VolEd Professional Development Institute (PDI) hosted in June 2018.

Strategic Objective: Train VolEd professionals on DoD VolEd policies/programs/practices and issues impacting higher education.

2018 VolEd PDI:
- ~175 VolEd education services officers and counseling professionals attended.
- Two days devoted to DoD-wide topics; one day for Service-specific training.
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Tuition Assistance (TA) Data and Outcomes

Military Evaluations

Joint Services Transcript

2015-2020 VolEd Strategic Plan

FY16 VolEd Review
(Culture of Organizational Effectiveness)
## FY18 VolEd Review

(TA Summary Data)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Army</th>
<th>Navy</th>
<th>Marine Corps</th>
<th>Air Force</th>
<th>Reserve Component</th>
<th>Total DoD</th>
</tr>
</thead>
<tbody>
<tr>
<td># Service Members</td>
<td>82K</td>
<td>44K</td>
<td>17K</td>
<td>78K</td>
<td>25K</td>
<td>248K</td>
</tr>
<tr>
<td># Courses</td>
<td>232K</td>
<td>133K</td>
<td>49K</td>
<td>215K</td>
<td>83K</td>
<td>727K</td>
</tr>
<tr>
<td>TA Costs</td>
<td>$142M</td>
<td>$92M</td>
<td>$35M</td>
<td>$156M</td>
<td>$52M</td>
<td>$486M</td>
</tr>
<tr>
<td>Avg Cost Per Course</td>
<td>$612</td>
<td>$691</td>
<td>$714</td>
<td>$725</td>
<td>$626</td>
<td>$668</td>
</tr>
<tr>
<td>Avg Courses Per Member</td>
<td>2.8</td>
<td>3.0</td>
<td>2.9</td>
<td>2.8</td>
<td>3.3</td>
<td>3.0</td>
</tr>
<tr>
<td>Military End Strength</td>
<td>472K</td>
<td>325K</td>
<td>185K</td>
<td>322K</td>
<td>524K</td>
<td>1.8M</td>
</tr>
<tr>
<td>% Endstrength TA Users</td>
<td>17%</td>
<td>14%</td>
<td>9%</td>
<td>24%</td>
<td>5%</td>
<td>12.6%</td>
</tr>
</tbody>
</table>

Note: Amounts may not be exact due to rounding.

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**Notable FY18 Items:**
- TA costs down only 1%, participants nearly equal to 2017.
- Average cost per course up less than 1% ($6).
## FY18 VolEd Review
(Most Utilized Degree Clusters)

<table>
<thead>
<tr>
<th>Associates</th>
<th>Bachelors</th>
<th>Masters</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIBERAL ARTS AND SCIENCES, GENERAL STUDIES AND HUMANITIES</td>
<td>BUSINESS, MANAGEMENT, MARKETING, AND RELATED SUPPORT SERVICES</td>
<td>BUSINESS, MANAGEMENT, MARKETING, AND RELATED SUPPORT SERVICES</td>
</tr>
<tr>
<td>HOMELAND SECURITY, LAW ENFORCEMENT, FIREFIGHTING AND RELATED PROTECTIVE SERVICES</td>
<td>HOMELAND SECURITY, LAW ENFORCEMENT, FIREFIGHTING AND RELATED PROTECTIVE SERVICES</td>
<td>HEALTH PROFESSIONS AND RELATED PROGRAMS</td>
</tr>
<tr>
<td>BUSINESS, MANAGEMENT, MARKETING, AND RELATED SUPPORT SERVICES</td>
<td>COMPUTER AND INFORMATION SCIENCES AND SUPPORT SERVICES</td>
<td>HOMELAND SECURITY, LAW ENFORCEMENT, FIREFIGHTING AND RELATED PROTECTIVE SERVICES</td>
</tr>
<tr>
<td>HEALTH PROFESSIONS AND RELATED PROGRAMS</td>
<td>HEALTH PROFESSIONS AND RELATED PROGRAMS</td>
<td>COMPUTER AND INFORMATION SCIENCES AND SUPPORT SERVICES</td>
</tr>
<tr>
<td>COMPUTER AND INFORMATION SCIENCES AND SUPPORT SERVICES</td>
<td>LIBERAL ARTS AND SCIENCES, GENERAL STUDIES AND HUMANITIES</td>
<td>SOCIAL SCIENCES</td>
</tr>
</tbody>
</table>

### Notable FY18 Items:
- 4 out of 5 degree clusters show up in all three degree levels.
- Next year we plan on requesting greater granularity.
## FY18 VolEd Review

(Educational Institutions Receiving TA)

### All Educational Institutions Paid TA:
- TA users went to 1,839 different schools
- 64% have 10 or fewer TA students
- 66% (↓ from 70%) of TA funds paid to private

### Top 25 Educational Institutions by TA Students:
- 72% of students attended
- 73% of TA paid
- 68% (↓ from 80%) were private
  - (32% for-profit, 36% non-profit)

### Table: TA By Sector,

<table>
<thead>
<tr>
<th>Sector</th>
<th># Institutions</th>
<th># Students</th>
<th># Courses</th>
<th>TA Paid</th>
<th>Per Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private For Profit</td>
<td>124</td>
<td>85K</td>
<td>249K</td>
<td>$181M</td>
<td>$726</td>
</tr>
<tr>
<td>Private Non-Profit</td>
<td>545</td>
<td>64K</td>
<td>191K</td>
<td>$135M</td>
<td>$707</td>
</tr>
<tr>
<td>Public</td>
<td>1,169</td>
<td>99K</td>
<td>272K</td>
<td>$161M</td>
<td>$591</td>
</tr>
<tr>
<td>All Sectors</td>
<td>1,839</td>
<td>248K</td>
<td>712K</td>
<td>$477M</td>
<td>$674</td>
</tr>
</tbody>
</table>

Note: Amounts may not be exact due to rounding.
DoD has partnered with the American Council on Education (ACE) to provide a means for military members to receive college credit recommendations for their military experience.

ACE evaluates military training, education, and occupational experiences and those recommended credits are displayed on the Joint Services Transcript (JST).

In FY18, ACE reviewed over 500 military courses and occupations and recommended more than 6,700 credit hours for college.
FY18 VolEd Review
(Joint Services Transcript)

- Recommended credits from evaluated military training, education, and occupational experiences are displayed on the Joint Services Transcript (JST).
- The JST also includes college courses and test scores for college-level exams taken while in the military.
- In FY18, over:
  - 313,000 official transcripts sent to educational institutions.
  - 1,306,930 unofficial transcripts viewed by members and veterans.
- During 2019, DoD will conduct a JST review, assessing opportunities to more completely capture useful data elements, and identify new and innovative ways to utilize these expanded data sets.

NOTE: Community College of the Air Force maintains its own transcript service as an accredited institution.
What’s Next
(FY19 Priorities)

- DoD Policy Review and Development:
  - DoDD 1322.08E (modify)
  - DoDI 1322.25 (modify)
  - DoDI 1322.19 (incorporate)

- DoD MOU Renewals

- Sunset SOC DNS and CTE Resource List

- Career Pathway Investments

- 2019 ICP

- JST Review
What’s Next
(CCME 2019 – Learn More)

General Sessions:
- VolEd Service Chief Updates (Air Force, Army, Marine Corps, Navy, and Coast Guard)

Concurrent Sessions:
- DoD Institutional Compliance Program: Year Two, What’s New?
- Career Path DECIDE – Aligning Service Member Career Goals with Education Investments
- DoD’s Military Evaluation Program – ACE Reviews Validate Learning Experiences
- Demonstrating Return on Investment for the Credit-by-Exam Program
- Academic Institutions input for the Modern GoArmyEd
- Academic Institutional (AI) Portal and Air Force Virtual Education Center (AFVEC) - Leveraging Technology to Support our Military Community
- The sun never sets on the US Navy! Tuition Assistance Anywhere
Resources
(Service Member Education)

- DoD Voluntary Education:
  https://www.militaryonesource.mil/education-employment/for-service-members
- DoD Voluntary Education Partnership MOU:
  https://www.dodmou.com
- Career Path DECIDE:
  https://www.careerpathdecide.org
- Tuition Assistance (TA) DECIDE:
  https://www.dodmou.com/TADECIDE
- DoD Postsecondary Education Complaint System:
  https://pecs.militaryonesource.mil/pecs/dodpecs.aspx
UNITED STATES DEPARTMENT OF DEFENSE

...Better Service Members, Better Citizens.

DoD Policy & MOU Compliance Inquiries:
Email: osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil
Phone: 703-614-7584