

UNITED STATES DEPARTMENT OF DEFENSE



# Voluntary Education Program Readiness (Force Education & Training)

DoD Institutional Compliance Program:  
Year Three, What Did We See?

**March 2020**



# Agenda

- **Introductions**
- **VolEd Overview**
- **Institutional Compliance Program**
- **VolEd CRM Compliance Tool Preview**
- **Way Ahead**
- **Questions**



# Introductions



**Anthony Clarke** serves as an Education Program Analyst for Defense Voluntary Education Programs, where he is responsible for the coordination and review of compliance issues for the Department of Defense Memorandum of Understanding.



**Scott Flood** is currently a Managing Consultant at Guidehouse, providing consulting services to the Defense Department. He is the Project Manager for the Institutional Compliance Program (ICP) project, and has been spearheading the effort since its inception in 2016.

# *VolEd Overview*



# 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 VoEd Community

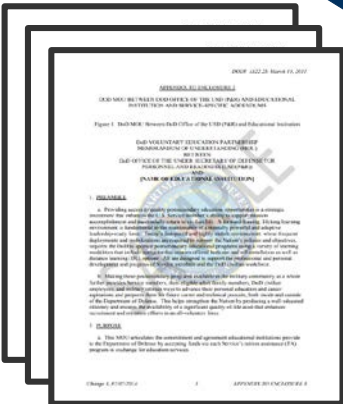
### Focus Area Four

Cultivate a Culture of Organizational Effectiveness

*Institutional Compliance  
Program (ICP)*



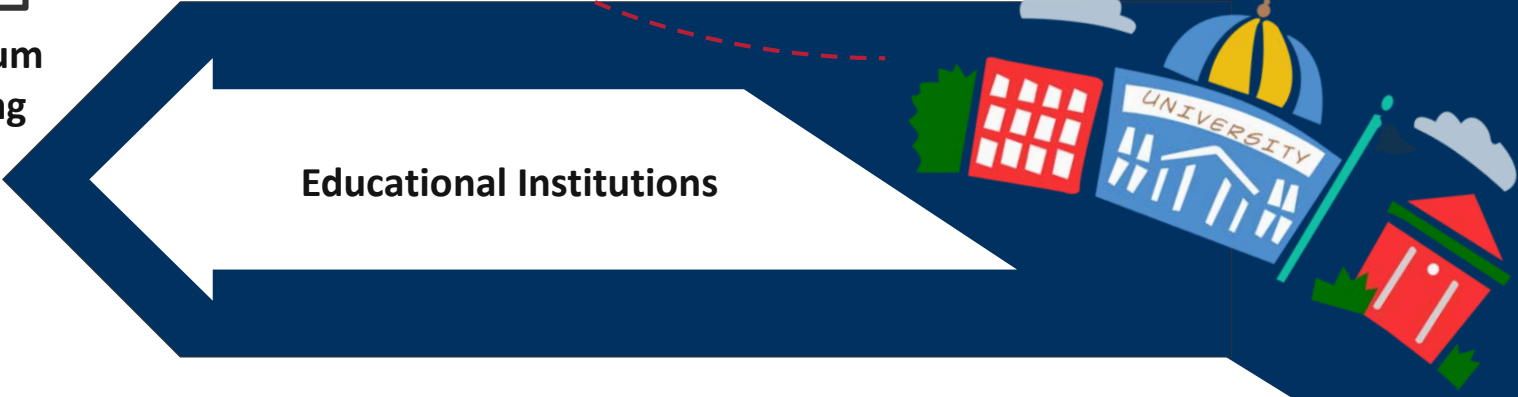
# ICP Overview



DoD Memorandum of Understanding

## Institutional Compliance Program

-  Recruiting, Marketing, & Advertising
-  Financial Matters
-  Post- Graduate Opportunities
-  Accreditation



Open Communication Supporting a Culture Of Compliance

*ICP 2019*  
*Overview*





# Focus Areas

## Recruiting, Marketing, & Advertising

- Are Educational Institutions complying with the moral, legal, and ethical guidelines established in the MOU?

## Financial Matters

- Are Service members provided access to qualified and trained staff at Educational Institutions to answer financial questions and make informed decisions?

## Accreditation

- Are Educational Institutions accredited by a body recognized by the Department of Education and complying with accreditation requirements?

## Post-Graduate Opportunities

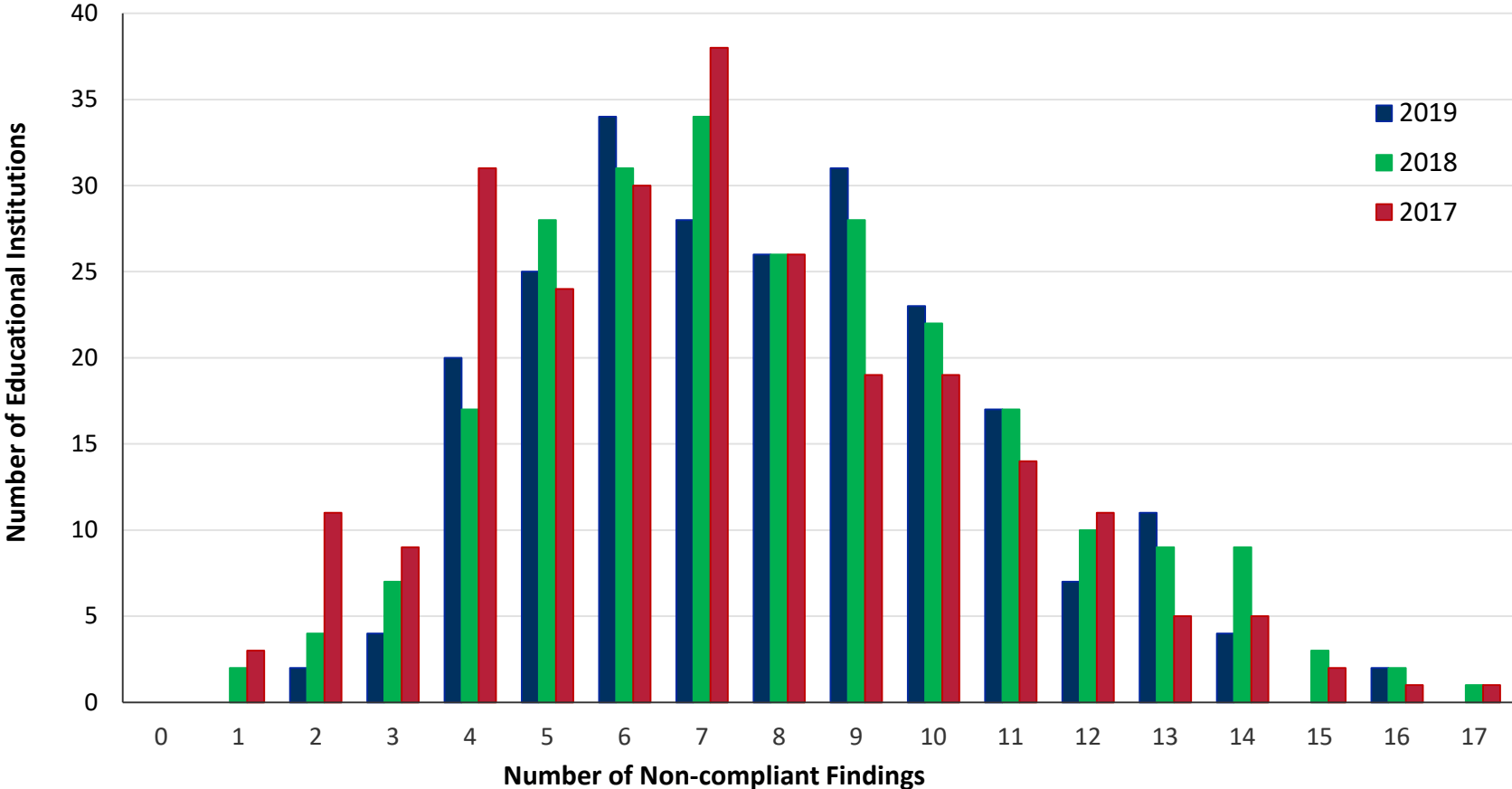
- Are Educational Institutions providing accurate information on post-graduate employment opportunities, so that students can make informed decisions?

**Risk factor evaluations and assessment evaluations utilized over 22,000 pieces of data**



# ICP Trends 2017-2019

### Non-Compliant Findings



*Common  
Non-compliant Findings*



# Key Points of Contact

**MOU Paragraph 3.g – Designate a point of contact or office for academic and financial advising, including access to disability counseling, to assist Service members with completion of studies and with job search activities.**

**1**

**PURPOSE OF POSITION:**

**Organizational Relationship**  
 Position held by: [Redacted]  
 Reports to: [Redacted]  
 Supervises: [Redacted]  
 Type of Appointment: [Redacted]

**JOB DUTIES:**

- Provide overall supervision, coordination and policy development of the student financial aid program.
- Direct and oversee the development, implementation and maintenance of office technology systems.
- Establish short and long term departmental goals and objectives to meet the institutional mission statement.
- Develop, support and maintain a close collaborative relationship with various on campus and off campus entities.
- Establish written policies and procedures to effectively and efficiently monitor and maintain all NCAA Division II rules and regulations pertaining to the administration of all financial aid for students/athletes.
- Follow all NCAA Div. II written principles, ethical codes of conduct and best practices as outlined in Addendum A.
- Plan and directly administer the department annual operating budget.
- Oversee the hiring, training, supervision and evaluation of all financial aid staff.
- Represent the Department at all assigned and related institutional committees.
- Provide reports and develop reports to support institutional student membership and retention strategies and other student centered service goals.
- Serve as primary departmental representative to external regulatory agencies.
- Other duties as assigned.

**Departmental Services**

- Provide advice, answer questions and address concerns from colleagues and departmental staff.
- Coordinate Processing Center and One Stop staff scheduling/training.
- Assist and monitor phone traffic in Processing Center and One Stop.
- Verify appropriate documentation of various student requirements for admissions, financial aid, billing and records.

**Others:**




- Assist the One Stop Coordinator with demonstrations, orientations, or presentations to students, parents and college staff; provide financial aid and one student counseling/presentation to the college community; high schools, junior colleges, military groups, and other regional external organizations and the Financial Aid Rights, one student orientation, etc.
- Accept referrals from the Welcome Center/Admissions Office provide applications for financial aid/assistance counseling and advising on Financial Aid eligibility and processing for students and their parents.
- Prepare and send correspondence to students (potential and current), parents, alumni, college staff, and third parties.

©2015 NCAA Div II Rules 10.1, 10.2, 10.3 and 11.1.2

**Qualifications provided with the Self-Assessment**

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**Student Financial Services**

What's Code		[Redacted]
Financial Aid Programs		
Scholarships		
Academic Programs		
Verification		
Payments		
Cleaning for Traditional Undergraduate Classes		
Refunds / Withdrawals		<b>Sharon Morris</b>
Financial Aid Walkthrough		
Resources		
Contact Us		
Financial Aid Staff		
Business Office Staff		

**POCs listed on institution's website**



# Refund Policy

MOU Paragraph 4.f.(2)(d) – “Have an institutional policy that returns any unearned TA funds on a proportional basis through at least the 60 percent portion of the period for which the funds were provided.”

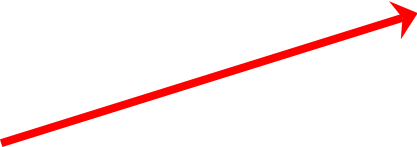
Minimum information required:

- At what point is the refund no longer 100%?
- What is the amount of the refund when the course is 60% complete?
- At what point is the refund 0%?

Generic Sample

Week	% Complete	% Returned
X	?	100%
Y	60%	?
Z	?	0%

Actual amounts are at the institution’s discretion





# DoD MOU Tuition

MOU paragraph 4.(a) – “All Service members attending the same educational institution, at the same location, enrolled in the same course, will be charged the same tuition rate without regard to their Service component.”

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ADMISSIONS / PAY FOR COLLEGE / TUITION & FEES

### TUITION PAYMENT & DUE DATES

- View Tuition Payment
- View Tuition Due Dates

#### 2019-2020 TUITION & FEES

Tuition and fees are subject to change by the \_\_\_\_\_

Tuition	Tuition Rate	Fees**	Cost Per Cr.
Tuition for Classroom Instruction	\$174	\$21.45	\$195.45
Tuition for Online Courses	\$89	\$88.65	\$207.65
Tuition for Hybrid Courses	\$89	\$21.45	\$210.45

Differential Tuition for Programs	Tuition Rate	Fees**	Cost Per Cr.
Dental Assistant	\$93.38	\$21.45	\$214.83
Electrical Construction	\$89	\$21.45	\$210.45
Electrical Lineworker	\$177.70	\$21.45	\$199.15
Heavy Construction Equipment Technology	\$179	\$21.45	\$200.45
Heavy Duty Truck Technology	\$179	\$21.45	\$200.45
Medical Assistant	\$90.48	\$21.45	\$211.93
Practical Nursing	\$211.03	\$21.45	\$232.48
Transportation Management	\$227	\$21.45	\$248.45
Veterinary Technician	\$355.07	\$21.45	\$376.52
Welding Technology	\$84	\$21.45	\$205.45

**FEES \*\***

- Technology ..... \$10./credit
- Printing/Security (This fee is not charged for online courses) ..... \$2.80./credit
- Health Services ..... \$1./credit
- Student Life/Activity ..... \$7.30./credit
- ..... \$0.35./credit

Institution's financial aid page

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Department of Defense (DoD)  
Voluntary Education Partnership Memorandum of Understanding (MOU)

Home TA DECIDE Tuition Rate Documents

File Name	File Date Time
pdf	8/6/2014 12:16:49 PM

Note: Click file name to download the document.

Approved: 8/9/2019 5:05:37 PM  
Compliance Training Date: 5/15/2018  
FY 16 TA Participants: 7  
Expiration Date: 8/15/2024

Click here to view tuition rate documents

**Institution**

Institution: \_\_\_\_\_  
 Trade Name: \_\_\_\_\_  
 OPE ID: \_\_\_\_\_  
 Street Address 1: \_\_\_\_\_  
 Street Address 2: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_  
 Zip: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Web Site Address (URL): \_\_\_\_\_  
 Institution Type: Public  
 Source of Accreditation: North Central Assoc of Colleges and Schools, the Higher Learning Commission  
 Accreditation Type: Regional

Institution's dodmou.com page



## Gainful Employment Policy

- In July 2019, ED rescinded the Gainful Employment Disclosure requirements → effective July 2020
- Prior to July 2020, institutions can “early implement”
  - Early implementers must internally document the decision, and make that documentation available upon request
  - Those that do not early implement must continue to comply until July 2020
- For ICP 2017-2019 institutions, these rules continue to apply until July 2020
- For ICP 2020+ institutions, this requirement no longer applies

*Way Ahead*





## ICP 2020

### Selection Process – Complete

#### Key Dates:

- **Announcement – 07 February 2020**
- **Self-Assessments due – 03 April 2020**
- **Feedback Reports transmitted ~ June 2020**
- **Corrective Action Plans due ~ Aug 2020**
- **Evidence due ~ Dec 2020**



## Process Lessons Learned

- **Identified trends in a small number of evaluation items**
  - Indicates the request for information is vague, or
  - The underpinning policy is ambiguous
  - Looking to clarify both to improve understanding
  
- **Open, consistent communications is the key to success**
  - Introducing improved processes and new tools to facilitate
  - Maintain privacy and confidentiality



## Summary

- **ICP provides the DoD with the ability to assess institutional compliance and provide constructive feedback**
- **Over 700 institutions have participated in the assessment and have the opportunity to improve compliance**
- **Trends have been consistent annually, indicating a need for enhanced communications across the enterprise**
- **New tools and processes being deployed to improve communications, streamline information exchange, and maintain synchronization**

*Questions*