Agenda

- Voluntary Education (VolEd) Overview
- Fiscal Year 2017 (FY17) VolEd Review
  - Promote Quality Educational Opportunities
  - Ensure Readiness and Success
  - Enable a Viable VolEd Community
  - Cultivate a Culture of Organizational Effectiveness

- What’s Next

- Discussion
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
    - Professional Military Education
    - SecDef Executive Fellows
    - Advanced Distributed Learning
  - Financial Readiness
    - Defense Language and National Security Education

Voluntary Education = Service Member Education Investment Programs
Enable off-duty education opportunities for members and adult family members.

Programs & Services:

- Professional Education Counseling
- High School Completion/Diploma Programs
- Academic Skills Program
- *Apprenticeships (Executive Order)
- College Credit Examination Program
- Military Evaluation Program/Joint Service Transcript
- *DoD SkillBridge (10 U.S.C. §1143e)
- Troops to Teachers (TTT) (10 U.S.C. §1154)

*New to VolEd portfolio.
VolEd Overview
(What We Do)

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

- DoD supported over **800K** “voluntary” credentialing opportunities in Fiscal Year 2017 (FY17):
  - **256K** Service members enrolled in more than **726K** college courses; earning **49K** degrees or certificates using TA.
  - Service members completed **17K** certifications and licenses through C&L programs.
  - United Services Military Apprenticeship Program (USMAP) supported **93K** active participants with **12K** completions.
  - Over **2K** transitioning Service members participated in DoD SkillBridge programs in their last six months of service.
  - Over **4K** transitioning Service members and veterans received assistance through TTT with over **270** bonuses paid.
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 voluntary educational opportunities, empower informed service member decision-making, shape meaningful personal and professional pathways, and drive military student success in higher voluntary 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
FY17 VolEd Review
(Focus Area One)

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3/26/2018
FY17 VolEd Review
(Quality Opportunities)

- Credentialing
- Institutional Compliance Program
- Servicemembers Opportunity Colleges Modernization
- Decision Support Tools
DoD recognizes the important role that credentials can play in professionalizing the Force and in enhancing the Service member’s ability to transition to the civilian workforce upon completion of military service.

DoD defines “credential” as any tangible evidence of knowledge, skill, or ability possessed by an individual person. In usage,

- Academic credential – degrees or certificates.
- Industry-recognized credential – professional licenses, certifications, or apprenticeships.
- Other – a “badge” denoting a particular skill or competency.

Enhance DoD policies to support a comprehensive approach to the attainment of civilian credentials.

In FY17, DoD supported over 800K “voluntary” credentialing opportunities.
FY17 was the inaugural year for DoD’s new ICP or third party review of educational institutions.

The Methodology:
- Incorporates “Best Practices” from government and industry.
- Wider selection of educational institutions; two tiers of review.
- Less burdensome on Service Components, DoD Installations, and educational institutions.
- More comprehensive.
- Fully transparent process and assessment outcomes.
- Work together to resolve findings.
- Annual cycle; collect lessons learned and implement process improvements.
- Cultivate a “Culture of Compliance.”
Completed review of 250 educational institutions (200 random selection and 50 risk factor evaluation).

FY17 ICP reports issued to participating institutions with:
- Finding(s) and recommendation(s).
- Requirement for a Corrective Action Plan to address finding(s).

An aggregate FY17 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 FY18 ICP cycle with announcement letters to 250 selected educational institutions.
FY17 VolEd Review
(Servicemembers Opportunity Colleges – SOC)

**SOC Modernization Effort:**
- Reenvisioned networks.
- Focus on high-growth career pathways.
- Promotes stackable credentials.
- Industry vetting and value.

[Diagram of modernized and legacy SOC networks]

www.gosoced.org
Tools designed to enable better informed decision making.

We heard from Service members and VolEd counselors that there are just too many data sources spread across multiple websites.

 Wouldn’t it be nice if they were organized into a single, easy to use decision support tool...
The Path to Career Path DECIDE...

- Result of several years of planning and research.
- Assist Service members and VolEd counselors to use and understand Government Data that is currently spread out.
- Design a decision support tool to enable informed decisions about how to improve marketability for civilian jobs.

FY17 VolEd Review
(Career Path DECIDE Prototype)
FY17 VolEd Review
(Better Informed Credentialing Decisions)

Soft Launch Planned for April 2018
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FY17 VolEd Review
(Focus Area Two)

2015-2020 VolEd Strategic Plan

Minor Revisions
FY17 VolEd Review
(Readiness & Success)

- Credentialing
- Certification & Licensure
- Apprenticeships
- DoD SkillBridge
- Troops To Teachers
FY17 VolEd Review
(Certification & Licensure)

- DoD’s Certification & Licensure (C&L) program:
  - Assists Service members with mapping their education, training, experience, and competencies to industry/civilian-recognized credentials and occupational equivalents.
  - DoD’s credentialing program is part of a Joint-Service initiative administered through the Military Services’ Credentialing Opportunities On Line (COOL) programs.

- Over 1,700 unique C&Ls have been mapped to enlisted military occupations through comparison of military job duties against the competencies covered by the civilian credential.

- In FY17, DoD expended $12.6M to support the attainment of nearly 17K voluntary C&Ls for Service members.
A registered apprenticeship is a formalized, structured training program that:

- Combines on-the-job training and related technical instruction in which the apprentice receives practical and technical training.
- Typically requires in excess of 4K work hours to complete.

DoD administers a formal apprenticeship program called the United Services Military Apprenticeship Program (USMAP):

- Currently available to Sea Services (Marines, Navy and Coast Guard)
- U.S. Department of Labor (DOL) provides the nationally recognized “Certificate of Completion” upon program completion.

In FY17, USMAP supported 93K active participants with 12K completions.

DoD SkillBridge is a Joint-Service initiative:
- Overseen by OSD and administered through the Military Services.
- For credentials that are not related to the military occupation but may be desired for employment post-service.

Approved SkillBridge providers can sponsor a Service member to participate in civilian training, apprenticeship, and internship programs, starting up to six months before separation.

While DoD does not pay for the training or experience itself, Service members continue to receive military pay and benefits.

In FY17,
- More than 100 SkillBridge programs were available at over 45 installations across the Military Services.
- Over 2K Service members participated with 90 percent receiving employment through the program.
Since 1994, Troops to Teachers (TTT) has placed over 20K teachers in classrooms.

Assists transitioning Service members and veterans into a second career in teaching within the public education system.

TTT provides financial assistance in the form of a stipend and/or bonus to incentivize teaching in high-need schools and as science, mathematics, foreign language, or special education teachers.

TTT state grants provide counseling to meet educational and certification requirements for teaching in a state and job placement assistance.

In FY 17, over 4K transitioning Service members received assistance through TTT.
FY17 VolEd Review
(Focus Area Three)

2015-2020 VolEd Strategic Plan

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FY17 VolEd Review
(Community of Stakeholders)

Department of Defense

Readiness
Voluntary Education
Financial Readiness
Professional Military Education

M&RA
Spouse Education
Education Incentives
Reserve Integration
Transition

Interservice Voluntary Education Board
Chair: Director, DoD Voluntary Education

Interagency Partners

Provider Partners

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

Consumer Financial Protection Bureau
FY17 VolEd Review
(European Command & Contingency Area Visits)
FY17 VolEd Review
(Our People)
Findings:

- Shortage of 1740 Education Services personnel across Germany and Contingency Area; one Government employee per site, no oversight when vacant.
- Overseas locations support multiple Military Services and/or additional requirements (SkillBridge, transition programs, etc.) without any support agreement or reimbursement of resources.
- Counseling and testing services are needed.
- Establishing, disestablishing, and monitoring VolEd operations is inconsistent and lacks quality controls.
- Reach-back capability and Virtual Education Center services not working well in deployed locations.
- Consider TA policy exceptions for deployed personnel (remove TA cap limit, pay fees, waive one-year wait, etc.).

Findings will inform policy direction and/or change.
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FY17 VolEd Review
(Focus Area Four)

2015-2020 VolEd Strategic Plan
In FY18, the Defense Activity for Non-Traditional Education Support (DANTES) transitioned from U.S. Navy to Defense Human Resources Activity.

DANTES executes contract and program management functions for DoD VolEd.
Completed:
- Tracking Outcomes
- Accessions Study
- Compliance Framework & Tools
- Military Student Pathways
- Enterprise Information & Data Environment

In Progress:
- Counseling Comparative Analysis
- College Credit Recommendations and Academic Skills Analyses
- Understanding Service-level Differences in TA Use
- VolEd Analytics and Dashboard
- Customer Relationship Management
- Career Path DECIDE Prototype
- SOC Network Prototypes
### FY17 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>78K</td>
<td>43K</td>
<td>17K</td>
<td>77K</td>
<td>20K</td>
<td>235K</td>
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<tr>
<td># Courses</td>
<td>228K</td>
<td>130K</td>
<td>49K</td>
<td>230K</td>
<td>90K</td>
<td>727K</td>
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<tr>
<td>TA Costs</td>
<td>$140M</td>
<td>$90M</td>
<td>$35M</td>
<td>$165M</td>
<td>$56M</td>
<td>$486M</td>
</tr>
<tr>
<td>Avg Cost Per Course</td>
<td>$614</td>
<td>$693</td>
<td>$708</td>
<td>$718</td>
<td>$626</td>
<td>$668</td>
</tr>
<tr>
<td>Avg Courses Per Member</td>
<td>2.9</td>
<td>2.9</td>
<td>2.8</td>
<td>2.7</td>
<td>3.3</td>
<td>3.0</td>
</tr>
<tr>
<td>Military End Strength</td>
<td>472K</td>
<td>319K</td>
<td>184K</td>
<td>319K</td>
<td>538K</td>
<td>1.8M</td>
</tr>
<tr>
<td>% Endstrength TA Users</td>
<td>17%</td>
<td>13%</td>
<td>9%</td>
<td>24%</td>
<td>5%</td>
<td>13%</td>
</tr>
</tbody>
</table>

**Notable FY17 Items:**

- TA costs and courses down 3%, participants down 6%.
- Average cost per course up 1% ($9).

Note: Amounts may not be exact due to rounding.
FY17 VolEd Review
(TA Distribution by Service Component)

TA Participants By Service Component:

<table>
<thead>
<tr>
<th>Service Component</th>
<th>Army</th>
<th>Navy</th>
<th>Air Force</th>
<th>USMC</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17 TA Totals</td>
<td>42%</td>
<td>18%</td>
<td>33%</td>
<td>7%</td>
</tr>
<tr>
<td>FY16 TA Totals</td>
<td>43%</td>
<td>18%</td>
<td>32%</td>
<td>7%</td>
</tr>
</tbody>
</table>

FY17 TA Totals:
- Participants: 235K
- Courses: 727K
- Costs: $486M

FY16 TA Totals:
- Participants: 250K
- Courses: 761K
- Costs: $503M

13% of Service members participate in the TA program
9% of TA participants are members of the Reserve Component
Course Completion Rate: 88%

Degrees / Certificates Earned: 49,749

85% of TA funded courses are taken online
94% of TA participants attend institutions with regional accreditation
FY17 VolEd Review
(Educational Institutions Receiving TA)

All Educational Institutions Paid TA:
- TA users went to 1,964 different schools
- 64% have 10 or fewer TA students
- 70% of TA funds paid to private institutions

Top 25 Educational Institutions Paid TA:
- 70% of students attended
- 72% of TA paid
- 80% were private (40% for-profit, 40% non-profit)

<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>186</td>
<td>98K</td>
<td>284K</td>
<td>$206M</td>
<td>$725</td>
</tr>
<tr>
<td>Private Non-Profit</td>
<td>563</td>
<td>63K</td>
<td>187K</td>
<td>$133M</td>
<td>$711</td>
</tr>
<tr>
<td>Public</td>
<td>1,215</td>
<td>94K</td>
<td>256K</td>
<td>$147M</td>
<td>$574</td>
</tr>
<tr>
<td>All Sectors</td>
<td>1,964</td>
<td>256K</td>
<td>727K</td>
<td>$486M</td>
<td>$669</td>
</tr>
</tbody>
</table>

Note: Amounts may not be exact due to rounding.
What’s Next
(FY18 Priorities)

DoD Policy Review and Development:
- DoDD 1322.08E, DoDI 1322.25, & DoDI 1322.19 (consolidate)
- DoDI Troops to Teachers (new)

Integrate/Institutionalize Programs and Services:
- Certification, Licensure, and Apprenticeships
- DoD SkillBridge
- Institutional Compliance Program

Continue Research and Analytics Agenda (i.e., Joint Services Transcript, program trends, and career pathways)

Initiate Data Analytics, Enterprise Information, and Data Environment Reforms (i.e., case management, enterprise architecture, and career mapping)
What’s Next
(CCME 2018 – Learn More)

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

**Concurrent Sessions:**
- Institutional Compliance Program (ICP): One Year In, How's It Been?
- Evidence-Based Organizational Effectiveness: Can You Hear Me Now?
- Servicemembers Opportunity Colleges (SOC) DNS and CTE Programs: A Transformation Strategy.
- The Services’ Credentialing Programs: The Strengths of Certifications & Licensing in the Military
- ACE-Military Credit Recommendations Debunking Myths and Quality Concerns.
- JST 101: How to use the Joint Services Transcript (JST).
Resources
(Service Member Education)

Department of Defense Websites:
- http://www.militaryonesource.mil/web/mos/for-service-members
- http://www.dodmou.com

Military Service Websites:
- https://www.goarmyed.com/
- https://www.navycollege.navy.mil/
- http://www.marforres.marines.mil/General-Special-Staff/Marine-Corps-Community-Services/Marine-Family-Services/Voluntary-Education-Program/Tuition-Assistance/
- https://www.airforce.com/education
DoD Policy & MOU Compliance Inquiries:

osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil