UNITED STATES DEPARTMENT OF DEFENSE

Voluntary Education Program
Readiness (Force Education & Training)

DoD Voluntary Education Program Update

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March 2017

Agenda

➡️ **Voluntary Education (VolEd) Overview**

➡️ **Fiscal Year 2016 (FY16) VolEd Review**
- **Enable a Viable VolEd Community**
- **Promote Quality Educational Opportunities**
- **Ensure Military Student Readiness and Success**
- **Cultivate a Culture of Organizational Effectiveness**

➡️ **What's Next**

➡️ **Discussion**

VolEd Overview
(Who We Are)

➡️ **Enable off-duty, voluntary education opportunities for Service members and adult family members.**

➡️ **Authorization/Defense Policy:**
- **Sections 2005 & 2007 of Title 10, U. S. C.**
- **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**
- **Joint Service Transcript**
- **Troops to Teachers Program (10 U.S.C. §1154)**

VolEd Overview
(What We Do)

➡ *2,710* academic institutions at over *12,010* locations participate in VolEd programs through a signed DoD VolEd Partnership Memorandum of Understanding (MOU).

➡ At *280* education sites worldwide in Fiscal Year 2016 (FY16):
- *805,450* Service members participated in DoD VolEd programs (i.e., TA, testing programs, and counseling).
- *271,000* Service members enrolled in more than *761,000* postsecondary courses at a cost of *$503M* (~$660 per course).
- *50,000* college degrees and nearly *700* certificates were earned by Service members using TA.
- *45,760* Service members registered for academic skills courses.
- *152,680* tests were administered.

➡ As of FY16, the Troops to Teachers program has placed over *20,060* teachers.

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	Focus Area Two	Focus Area Three	Focus Area Four
Promote Quality Educational Opportunities	Ensure Military Student Readiness and Success	Enable a Viable VolEd Community	Cultivate a Culture of Organizational Effectiveness

FY16 VolEd Review
(Focus Area Three)

➡️ **2015-2020 VolEd Strategic Plan**

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Promote Quality Educational Opportunities	Ensure Military Student Readiness and Success	Enable a Viable VolEd Community	Cultivate a Culture of Organizational Effectiveness

FY16 VolEd Review
(Community of Stakeholders)

Department of Defense

Interagency Partners

Readiness

Voluntary Education
Credentialing
Professional Military Education

M&RA

Spouse Education
Education Incentives
Reserve Affairs
Transition

Provider Partners

AASCU
American Association of State Colleges and Universities

Interservice Voluntary Education Board
Chair: Chief, DoD Voluntary Education
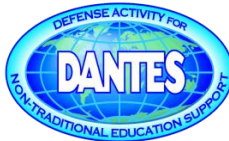
Educational Institutions

Military & Veteran Service Organizations

Consumer Financial Protection Bureau

FY16 VolEd Review
(DoD VolEd Organization)

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Secretary of Defense (PAS)
Honorable Jim Mattis
        |
Under Secretary of Defense
(Personnel & Readiness) (PAS)
Performing the Duties of (C)
        |
Assistant Secretary of Defense
(Readiness) (PAS)
Performing the Duties of (C)
        |
Deputy Asst. Secretary of Defense
(Force Education & Training) (NC)
Vacant
        |
Director,  Force Education (C)
Vacant
```

Readiness – "Ready to Fight, Ready for Life!"

- Voluntary Education
- Financial Readiness
- Professional Military Education
- Secretary of Defense Corporate Fellows

PAS - Presidential Appointee with Senate Confirmation
NC - Non-Career Senior Executive Service
C - Career Senior Executive Service

FY16 VolEd Review
(Create A Culture – Leadership)

FY16 VolEd Review
(Create A Culture – Presence)

FY16 VolEd Review
(Create A Culture – Information)

FY16 VolEd Review
(Focus Area One)

➡️ **2015-2020 VolEd Strategic Plan**

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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

FY16 VolEd Review
(Informed Service Members)

➡️ **Tuition Assistance (TA) DECIDE**

➡️ **Higher Education Curricula**

➡️ **Centralized Complaint System**

➡️ **MyVolEdPath App**
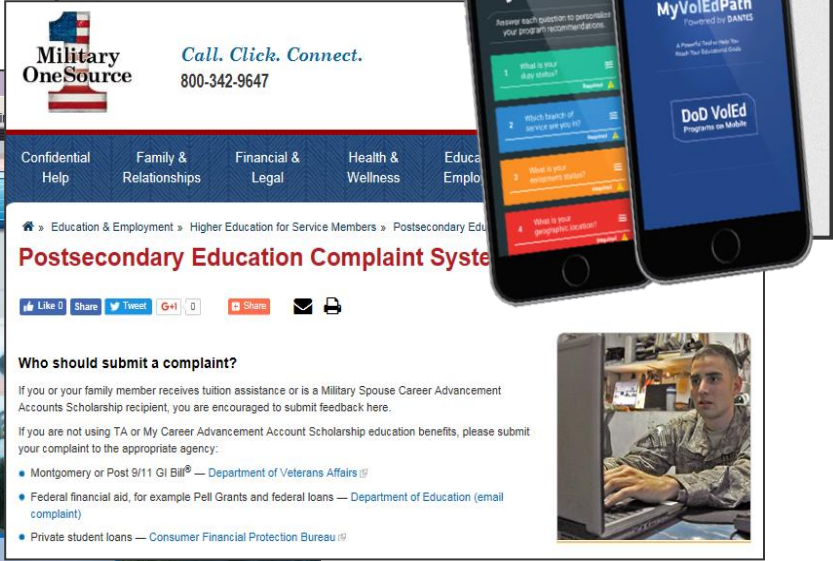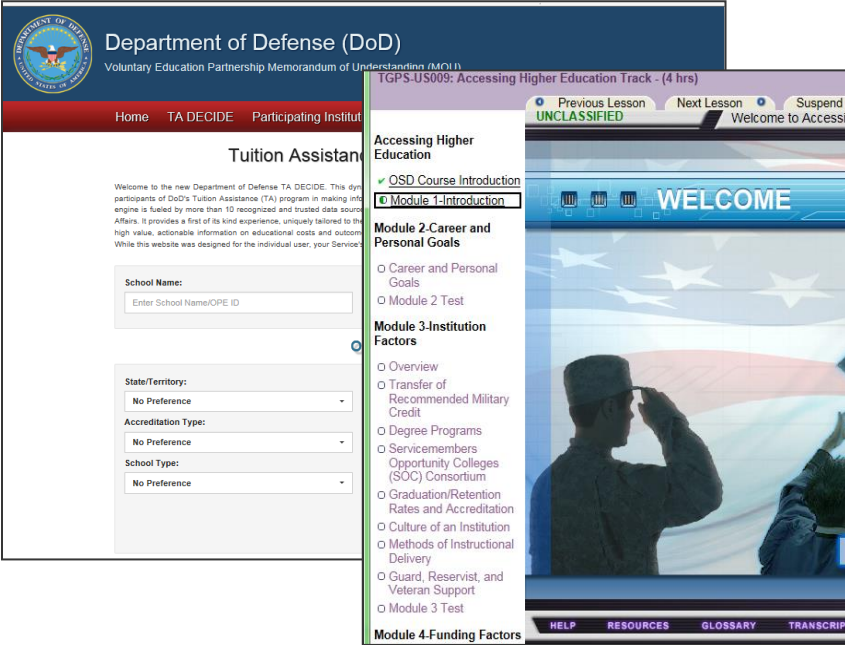
FY16 VolEd Review
(TA DECIDE)

➡ **Tuition Assistance (TA) DECIDE (http://www.dodmou.com/TADECIDE)**

➡ **Key features:**

- **Comprehensive information/ comparison tool; 10 federal sources.**
- **Search and compare more than 2,710 schools eligible for TA.**
- **Tailored to the unique needs of the part-time, military student.**
- **Individualized search and compare functionality.**
- **Facilitates in-depth counseling sessions.**

	Avg Session Duration	Users over 5 mins
FY15	4:52	32%
FY16	5:35	35%
FY17	5:55	39%
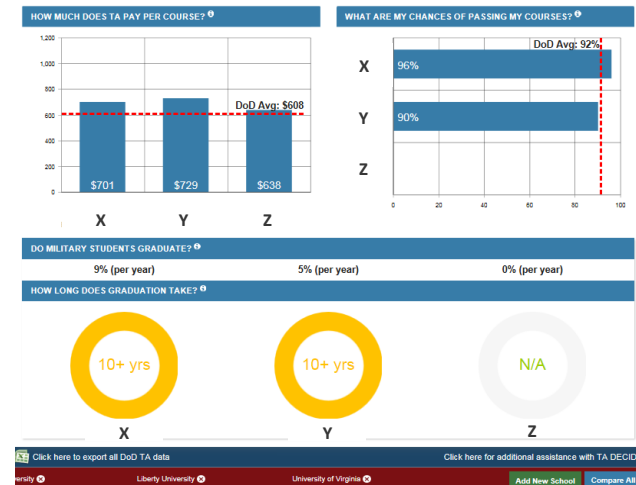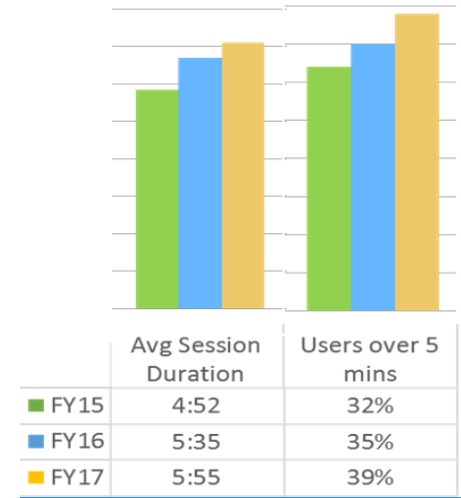
Approximately 1,700 Individuals Per Month Use TA DECIDE

FY16 VolEd Review
(Higher Education Curricula)

➡ **Designed to guide Service members through the variety of decisions involved in navigating/selecting: degree program, educational institution, funding source(s).**

Higher Education Preparation Course	Accessing Higher Education Course

▪ **Launch: August 5, 2015.**
▪ **Target Audience:**
  – **Active Service member**
  – **Part-time student**
  – **Open enrollment**
  – **Periodic enrollment**
  – **Online experience**
  – **TA funded**
▪ **Offered online:**
https://jkodirect.jten.mil
	▪ **Launch: October 1, 2014.**
	▪ **Target Audience:**
	  – **Transitioning Service member**
	  – **Full time student**
	  – **Competitive enrollment**
	  – **Continuous enrollment**
	  – **Residential experience**
	  – **GI Bill funded**
	▪ **Offered in-person and online.**
	http://jko.jten.mil/courses/tap/TGPS%20Standalone%20Training/start.html

FY16 VolEd Review
(Centralized Complaint System)

➡ **Three years since January 30, 2014, launch of DoD Postsecondary Education Complaint System (PECS).**

➡ **http://www.militaryonesource.mil/education-and-employment/higher-education-for-service-members?content_id=287986.**

➡ **In FY16: 179 complaints filed**
- **49 PoE*-related**
- **105 non-PoE**
- **25 under review**

Top 5 Issues Reported
Financial Issues (e.g., tuition and fees charges
Refund or Collection Issues
Transfer of Credits
Quality of Education
Grade Policy

8%

31%

61%
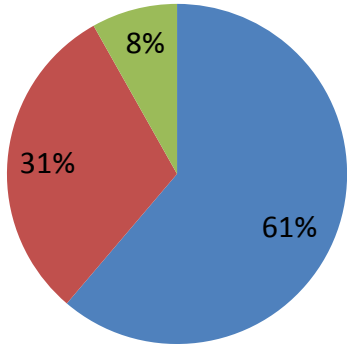
Complaints By Sector

■ Private For-Profit ■ Private Non-Profit ■ Public

*Principles of Excellence (PoE)

FY16 VolEd Review
(MyVolEdPath App)

➡ **Launch of MyVolEdPath anticipated April 2, 2017.**

➡ ***Their* Goals, *Their* Path, *Their* Way**

➡ **Students who are better prepared to succeed**

➡ **Mobile access to VolEd Programs.**
- **Education program discovery tool**
- **Recommended pathways**
- **Connection to counselors**
- **Education updates & advice**
- **Tutorials & podcasts**
- **FAQs, important links, & documents**

➡ **Download at www.myvoledpath.com, links to Google Play and Apple AppStore (inactive until launch date).**

FY16 VolEd Review
(Institutional Compliance Program)

➡️ **January 23, 2017, launch of new Institutional Compliance Program (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."**

Phase 3 Evaluate Outcomes

Institutional Compliance Program Review Cycle

Phase 1 Identify, Prioritize, & Focus

Phase 2 Manage Resources & Processes, Minimize Risk

FY16 VolEd Review
(DoD MOU Compliance Tutorial)

➡️ **February 24, 2017 launch of the DoD MOU Compliance Tutorial**

Module 1: Introduction to the Culture of Compliance (11 Minutes)	Module 2: Educating Military Students (18 Minutes)	Module 3: Enrolling Military Students (24 Minutes)	Module 4: Recruiting Marketing to Military Students (16 Minutes)
Principles of Excellence	Institution TA Eligibility	Financial Issues	Marketing Information
DoD MOU	Prospective Students	Student Loans	Recruiting Practices
Compliance Requirements	Tuition Refunds and Reporting	Awarding Credit	Installation Access Awareness
	Student Outcomes	Readmission	

**Over 1,400 Educational Institutions Viewed the Tutorial
Nearly 200 Tutorial Completions**

FY16 VolEd Review
(Servicemembers Opportunity Colleges)

➡ **Degree Network System (DNS):**

- **Enhanced membership and degree-level criteria.**
- **Remodeled networks – prune, pull, and plant.**
- **Focus on high-growth career fields.**
- **Key Features:**
  - **Student agreements**
  - **Guaranteed-transferability**
  - **Limited academic residency**
  - **Decreased time to attainment**
  - **Affordability**

➡ **Career & Technical Education (CTE):**

- **6 Career Clusters – career fields with bright employment outlook.**
- **A resource list for counselors and Service members.**
- **Promotes stackable certificates.**
- **Not a guaranteed transfer network.**

FY16 VolEd Review
(Focus Area Two)

➡️ **2015-2020 VolEd Strategic Plan**

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Focus Area One
Promote Quality Educational Opportunities

Focus Area Two
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Focus Area Four
Cultivate a Culture of Organizational Effectiveness

FY16 VolEd Review
(Readiness Programs)

- **Professional Counseling**

- **Academic Readiness**

- **Tuition Assistance (TA)**

- **Military Evaluation**

- **Troops to Teachers**

FY16 VolEd Review
(Professional Counseling)

➡️ **The Services employ ~530 professional Education Counselors worldwide (in-person at a local education center or by phone).**

➡️ **Considerations:**

- ▪ **Education Pathways**

Choose a Career Goal → Decide on Educational Path → Seek Tuition Assistance

- ▪ **Education Financing**

Higher Education Funding Considerations

Tuition Assistance | Grants | Scholarships | Student Loans | GI Bill | Other

FY16 VolEd Review
(Academic Readiness)

➡ **Refers to an individual being academically prepared for the rigors of study at an institution of higher education.**

➡ **Several aspects to be considered: foundational classes, online college placement exams, and academic skills courses.**

➡ **DoD provided tools:**
   - **Online Academic Skills Course (OASC) to build upon reading comprehension, vocabulary, and math skills.**
   - **College Placement Skills Training (CPST) to assist with scoring well on college entrance exams.**

➡ **Available to all Service members (Army, Air Force, Marines, Navy, Coast Guard, National Guard and Reserves) and their families.**

➡ **Registration available at http://www.nelnetsolutions.com/DANTES/.**

FY16 VolEd Review
(Tuition Assistance)

➡️ **TA is one, of many financial assistance options available to Service members to pursue education-related goals.**

➡️ **TA uniform policy:**
- **Up to $250 per Semester Hour, or equivalent.**
- **$4,500 maximum per fiscal year (renews each October).**
- **Books and fees are NOT covered by TA.**
- **Courses taken during off-duty time; leading to a degree plan.**
- **Available for vocational-technical, undergraduate and graduate programs (certificates, associates, bachelors, and masters).**
- **May be used for academic coursework leading toward credential or license.**
- **Repayment required for withdrawal after add/drop date or failure to complete a course.**

➡️ **Eligibility for TA is determined by the Service (i.e., time in service, training status, fitness and conduct standards).**

3/5/2017

FY16 VolEd Review
(Military Evaluation)

➡ **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).**

➡ **The JST also includes college courses and test scores for college-level exams taken while in the military.**

➡ **Community College of the Air Force maintains its own transcript service as an accredited institution.**

➡ **In FY16, ACE reviewed over 400 military courses and occupations and recommended more than 4,000 credit hours for college credit.**
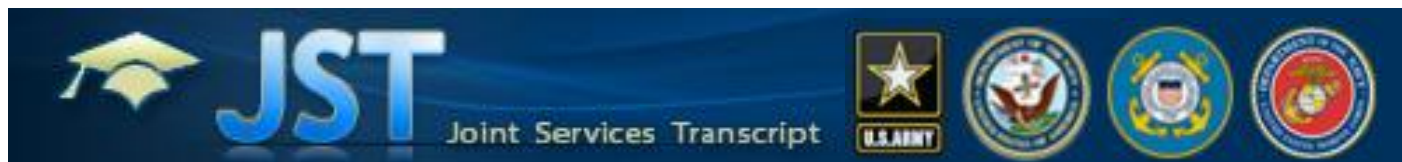
FY16 VolEd Review
(Troops To Teachers)

➡ **Congressionally authorized in 1993 to assist transitioning Service members and veterans:**
- ▪ **To transition into second careers as teachers.**
- ▪ **With meeting the requirements necessary to become a teacher in pre-K through grade 12 schools.**
- ▪ **Find employment as a teacher within the public education system.**

➡ **Counseling and referral services:**
- ▪ **Individualized counseling and transition planning.**
- ▪ **Teacher certification and licensing requirements.**
- ▪ **Teaching vacancies and hiring.**

➡ **Financial assistance and incentives ($10K maximum):**
- ▪ **Up to $5K stipend to assist with teacher certification costs.**
- ▪ **Up to $5K bonus to teach in eligible school.**
- ▪ **Up to $10K bonus to teach in high-need school.**

➡ **Learn more at http://www.proudtoserveagain.com.**

FY16 VolEd Review
(Focus Area Four)

➡️ **2015-2020 VolEd Strategic Plan**

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Play Video

FY16 VolEd Review
(A Network)

Interservice Voluntary Education Board (IVEB)
Chair: DoD Voluntary Education

Policy & Oversight

DANTES Reorganization to DoD in FY18

Program Direction

Admin Support
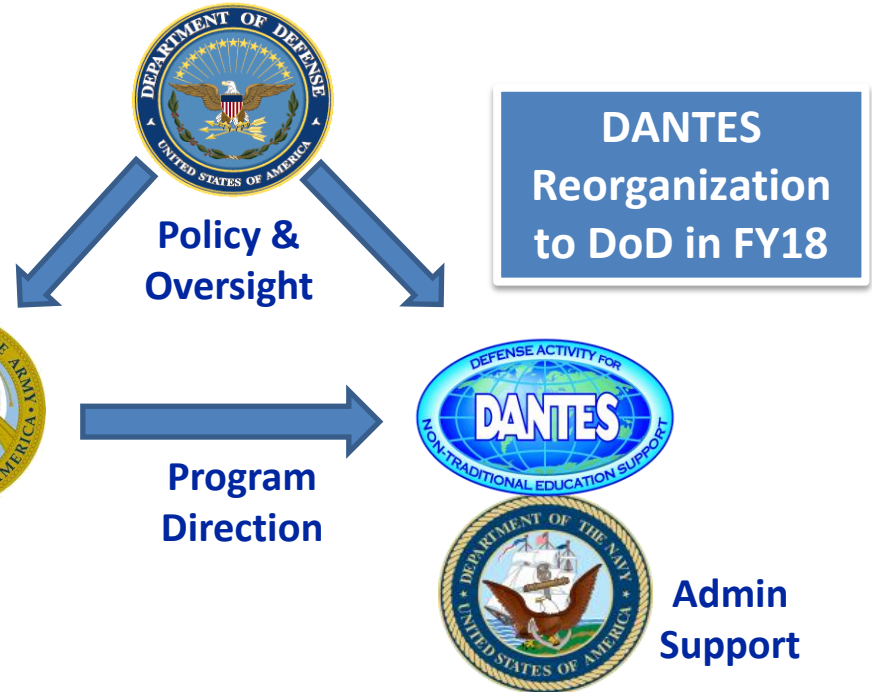
- **Services execute DoD Voluntary Education programs and services worldwide via education centers (physical and virtual).**

- **DANTES executes contract and program management functions for DoD Voluntary Education IAW DoDI 1322.25 and IVEB guidance.**

FY16 VolEd Review
(Boots on the Ground)

➡️ **Education Centers:**

- **Fort Hood, TX (Army)**
- **Quantico Marine Corps Base, VA**
- **Luke Air Force Base, AZ**
- **Georgia Army National Guard, GA**
- **European Command – Army Garrison Stuttgart, Army Garrison Bavaria (Rose Barracks-Vilseck and Tower Barracks-Grafenwoehr), Rhein Ordinence Barracks, Landstuhl Regional Medical Center, and Ramstein Air Base**

➡️ **Educational Institutions:**

- **University of Maryland University College**
- **European Command – Central Texas College, Embry-Riddle Aeronautical University, University of Maryland University College-Europe, and University of Oklahoma**

FY16 VolEd Review
(The Customer)

➡️ **TA Student Profile – Active Duty**

- ▪ **Are employed full-time; *part-time student*.**
- ▪ **Take an average of *3 courses per year*.**
- ▪ **Attend multiple institutions; often not graduating from the educational institution where they took their first course.**
- ▪ **Blend how they attend between traditional classroom and distance learning (*85%* take some online courses).**
- ▪ **Majority complete their education after leaving the military.**
- ▪ **Take *~7 years* to earn an Associates Degree.**
- ▪ **Have breaks in pursuing their education; deployments, transfer of duty station, etc.**
- ▪ **Do not immediately seek employment upon earning degree.**

➡️ **TA Student Profile – Reserve Component (TBD).**

FY16 VolEd Review

Metric	Army	Navy	Marine Corps	Air Force	Reserve Component	Total DoD
# Service Members	94K	48K	18K	88K	30K	272K
# Courses	265K	135K	49K	233K	96K	751K
TA Costs	$162M	$92M	$34M	$166M	$59M	$503M
Avg Cost Per Course	$610	$683	$695	$713	$619	$660
Avg Courses Per Member	2.8	2.8	2.8	2.6	3.2	2.8
Military End Strength	471K	320K	184K	314K	819K	2.1M
% Endstrength TA Users	20%	15%	10%	28%	4%	13%

Note: Amounts may not be exact due to rounding.

➡ **Notable FY16 Items:**

- **TA costs down 3%, participants down 5%, courses up slightly (<1%).**
- **Average cost per course down 3% ($22).**

FY16 VolEd Review
(TA Distribution by Service Component)

➡️ **TA Participants By Service Component:**

FY16 Pie Chart: USMC 6%, Army 44%, Navy 18%, Air Force 32%

FY15 Pie Chart: USMC 6%, Army 43%, Navy 20%, Air Force 31%
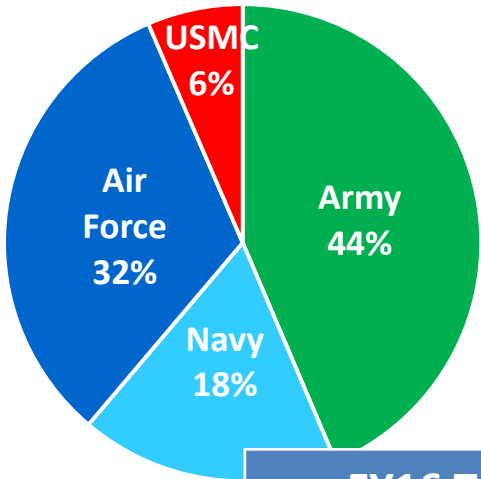
FY16 TA Totals	
Participants	272K
Courses	761K
Costs	$503M
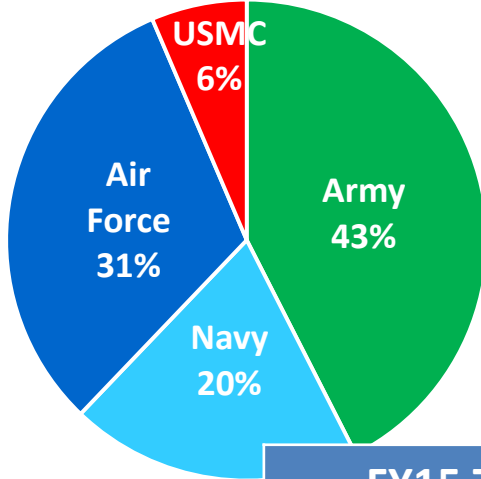
FY15 TA Totals	
Participants	286K
Courses	760K
Costs	$519M

13% of Service members participate in the TA program
11% of TA participants are members of the Reserve Component

FY16 VolEd Review
(Student Outcome Metrics)

➡ **Course Completion Rate: 88%**

➡ **Degrees / Certificates Earned: 50,432**

	AA/AS	BA/BS	Masters	Certificate
FY16	32,287	11,790	5,660	695
FY15	32,192	12,381	7,749	975

■ AA/AS ■ BA/BS ■ Masters ■ Certificate
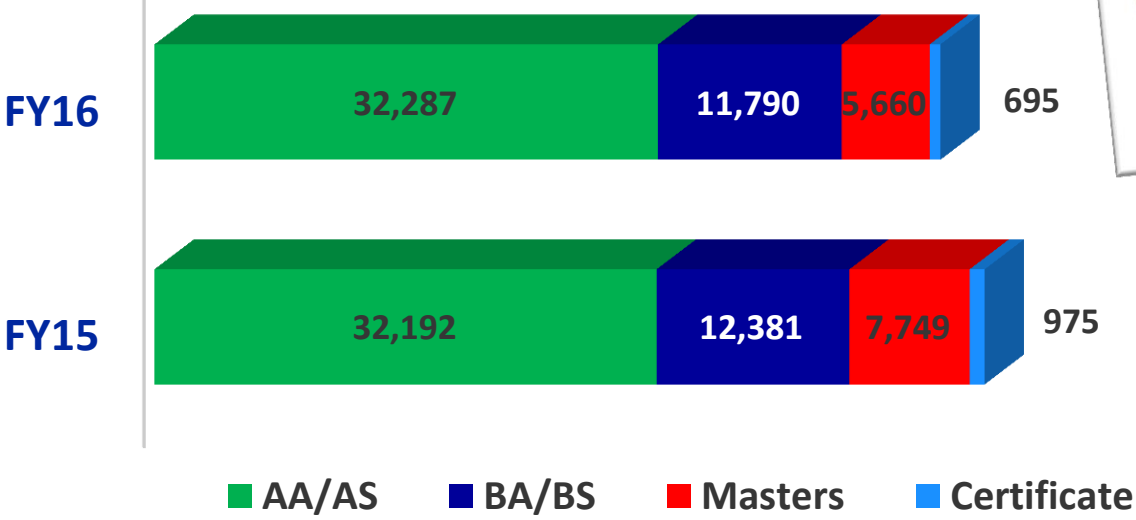
85% of TA funded courses are taken online
94% of TA participants attend institutions with regional accreditation

FY16 VolEd Review
(Educational Institutions Receiving TA)

| Sector	# Institutions	# Students	# Courses	TA Paid	Per Course
Private For Profit	212	106K	306K	$220M	$718
Private Non-Profit	578	66K	192K	$137M	$714
Public	1,239	99K	264K	$146M	$554
All Sectors	2,029	271K	761K	$503M	$660

Note: Amounts may not be exact due to rounding.

All Educational Institutions Paid TA:
- TA users went to 2,029 different schools
- 64% have 10 or fewer TA students
- 71% of TA funds paid to private institutions
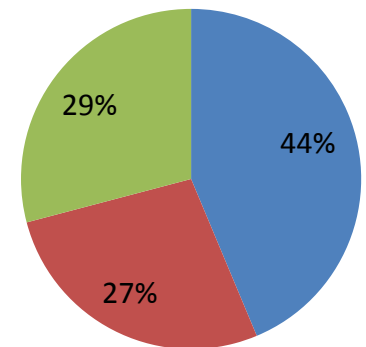
Top 25 Educational Institutions Paid TA:
- 70% of students attended
- 71% of TA paid
- 76% were private (36% for-profit, 40% non-profit)

TA Paid By Sector

44% / 27% / 29%

Private For-Profit / Private Non-Profit / Public

FY16 VolEd Review
(Research & Analytics Agenda)

➡ **Reports to Congress:**
- **VolEd Programs Advertising and Marketing**
- **Installation Access for Regular College Student Counseling**

➡ **In Progress:**
- **Tracking Outcomes**
- **Enterprise Information & Data Environment**
- **Counseling Comparative Analysis**

➡ **Completed:**
- **Analysis of Compliance Framework Options**
- **VolEd Analytics and Conceptual Dashboard**
- **Two Military Student Pathways Projects**
- **Troops to Teachers Review**
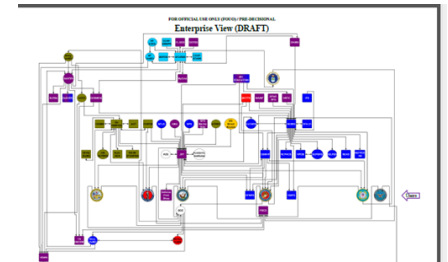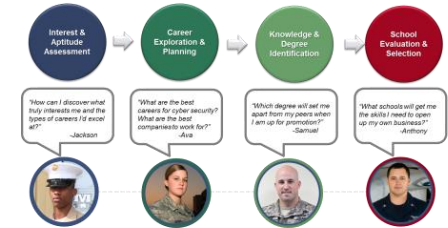
What's Next
(FY17 and Beyond)

➡️ **New Administration**

➡️ **DANTES Reorganization (Navy to DoD)**

➡️ **DoD Policy Review**
- **DoD Directive 1322.08E, VolEd Programs for Military Personnel**
- **DoD Instruction 1322.25, VolEd Programs**
- **DoD Instruction 1322.19, VolEd Programs in Overseas Areas**
- **Troops to Teachers (new)**

➡️ **Stakeholder Forum**

➡️ **Joint Services Transcript**

➡️ **Projects: Tracking Outcomes, Military Student Pathways, VolEd Data Analytics, Enterprise Information and Data Environment, Customer Relationship Management, and Counseling Analysis.**

What's Next
(How You Can Help)

➡ **Continue to provide quality educational programs and services.**

➡ **Leverage DoD products and services that support student success.**

➡ **Enable *Success* – what does *Success* look like?**

➡ **Stay informed**

➡ **Participate**

➡ **Embrace change**

Control	Support
Cost of College	Marketable Degrees
Nonattainment	Better Quality of Life
Underemployment	Higher Employment
Excessive Debt	Higher Earnings & Income

"…Foster Better Service Members, Better Citizens."

What's Next
(CCME 2017 – Learn More)

➡️ **General Sessions:**

- ■ **Institutional Compliance Program**
- ■ **Service Chief Panel**
- ■ **Senior Enlisted Advisor Panel**

➡️ **Concurrent Sessions:**

- ■ **Leveraging Defense Products and Services that Support Student Success (DANTES).**
- ■ **Providing Quality Educational Opportunities; Automated Tuition Eligible Programs and Rate Updates to the DoD MOU.**
- ■ **Troops-To-Teachers – Working Together to Achieve Common Goal: Getting the Best Teachers Into Our Nation's Schools.**
- ■ **Servicemembers Opportunity Colleges (SOC) Degree Network System Transformation –What you need to know.**
- ■ **ACE: Military Transcripts, Tools and Resources.**

Resources

➡️ **DoD Voluntary Education:**
   http://www.militaryonesource.mil/education-and-employment/higher-education-for-service-members

➡️ **DoD Voluntary Education Partnership MOU:**
   http://www.dodmou.com

➡️ **Tuition Assistance (TA) DECIDE:**
   http://www.dodmou.com/TADECIDE

➡️ **DoD Postsecondary Education Complaint System:**
   http://www.militaryonesource.mil/education-and-employment/higher-education-for-service-members?content_id=287986

➡️ **Troops To Teachers: http://www.proudtoserveagain.com**

...Better Service Members, Better Citizens.

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

DoD MOU Application & Process Inquiries:
voledconcerns@navy.mil