

UNITED STATES DEPARTMENT OF DEFENSE



Voluntary Education Program Readiness (Force Education & Training)

DoD Institutional Compliance Program:
Year Two, What's New?

January 2019



Agenda

- **Introductions**
- **Institutional Compliance Program (ICP) Overview**
- **2018 ICP Review**
- **Discussion of Findings & Notional Examples**
 - **Programmatic Accreditation**
 - **Post-Graduation Opportunities**
 - **Financial Matters**
 - **Recruiting, Marketing, & Advertising**
 - **Imagery Guidelines**
- **Way Ahead**



Introductions

- **Anthony Clarke serves as an Education Program Analyst for Defense Voluntary Education (VolEd), where he is responsible for the coordination and review of compliance issues for the Department of Defense Memorandum of Understanding.**
- **Scott Flood is a Manager with Guidehouse, LLP* (formerly the PricewaterhouseCoopers' Public Sector Practice), and serves as the Project Manager for the DoD VolEd ICP project.**

*Guidehouse, LLP, is contracted to provide services to the DoD VolEd program.

*Institutional Compliance Program (ICP)
Overview*



DoD Voluntary Education Strategic Plan (2015-2020)

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

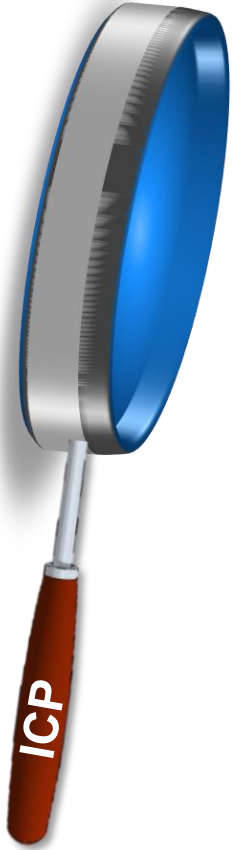
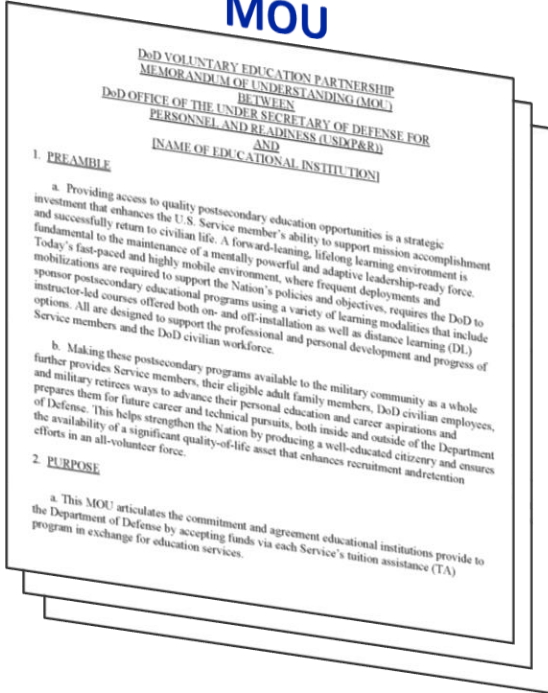
Enable a Viable VolEd Community

Focus Area Four

Cultivate a Culture of Organizational Effectiveness



ICP Approach



Recruiting, Marketing, & Advertising

Financial Matters

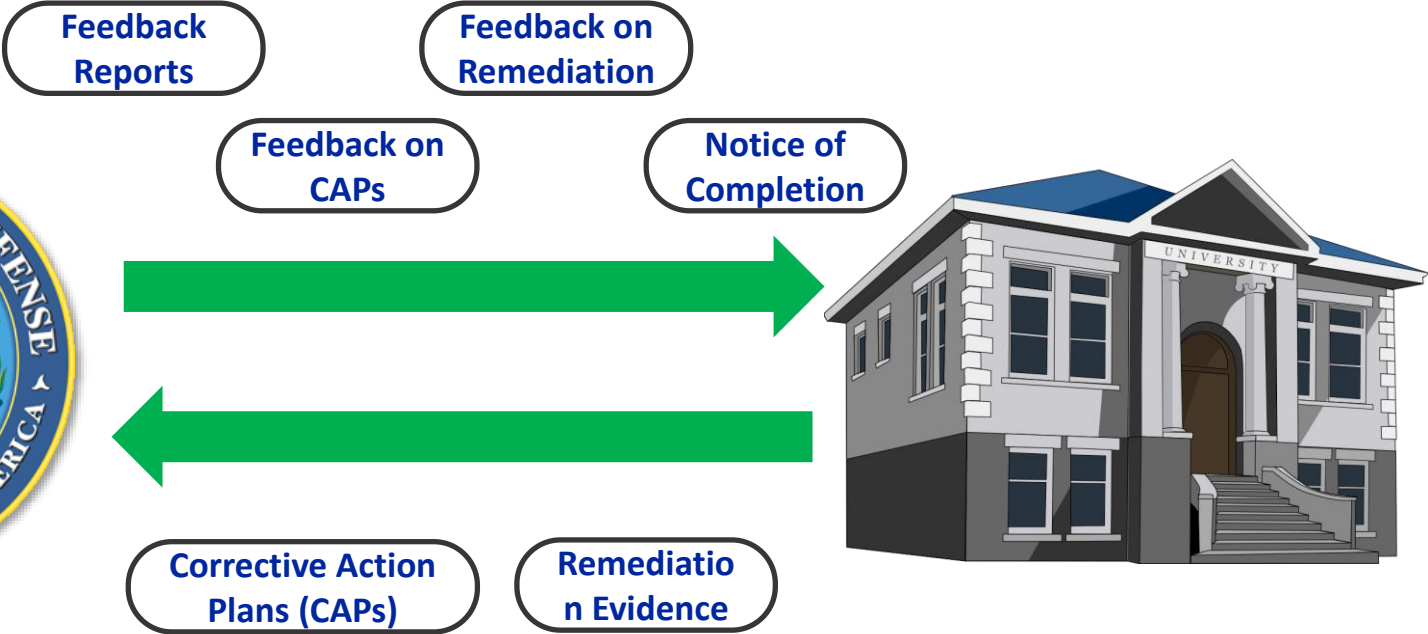


Post-Graduate Opportunities

Programmatic Accreditation



ICP Feedback Process



Enhanced communications lead to an improved Culture of Compliance



ICP Review Discussion

- Program approaching steady state, but applying continuous process improvements to enhance effectiveness
- Second annual cycle reinforced findings from first year
- Some common findings of non-compliance across the sample population...highlighting the need for improved communications
- Numerous opportunities to apply lessons learned

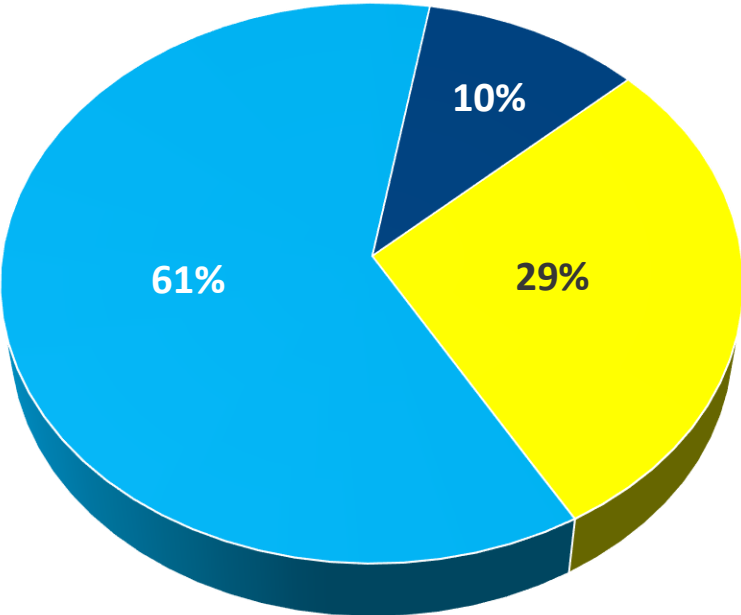
Overarching Goal: Provide Service members with opportunities
and safeguards

2018 ICP Review

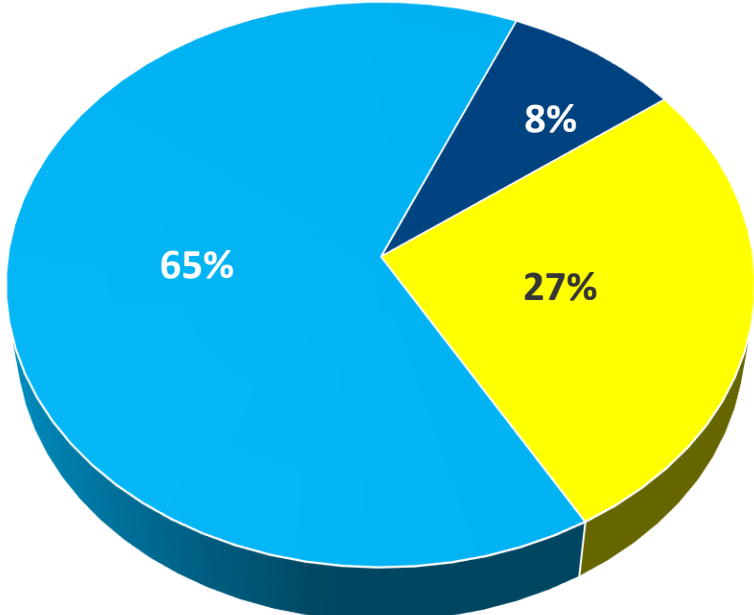


2018 Selection Results

All DoD MOU Institutions



250 ICP Institutions



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

250 ICP Institutions chosen via the risk factor evaluation and random selection closely match overall demographics



2018 Areas Examined

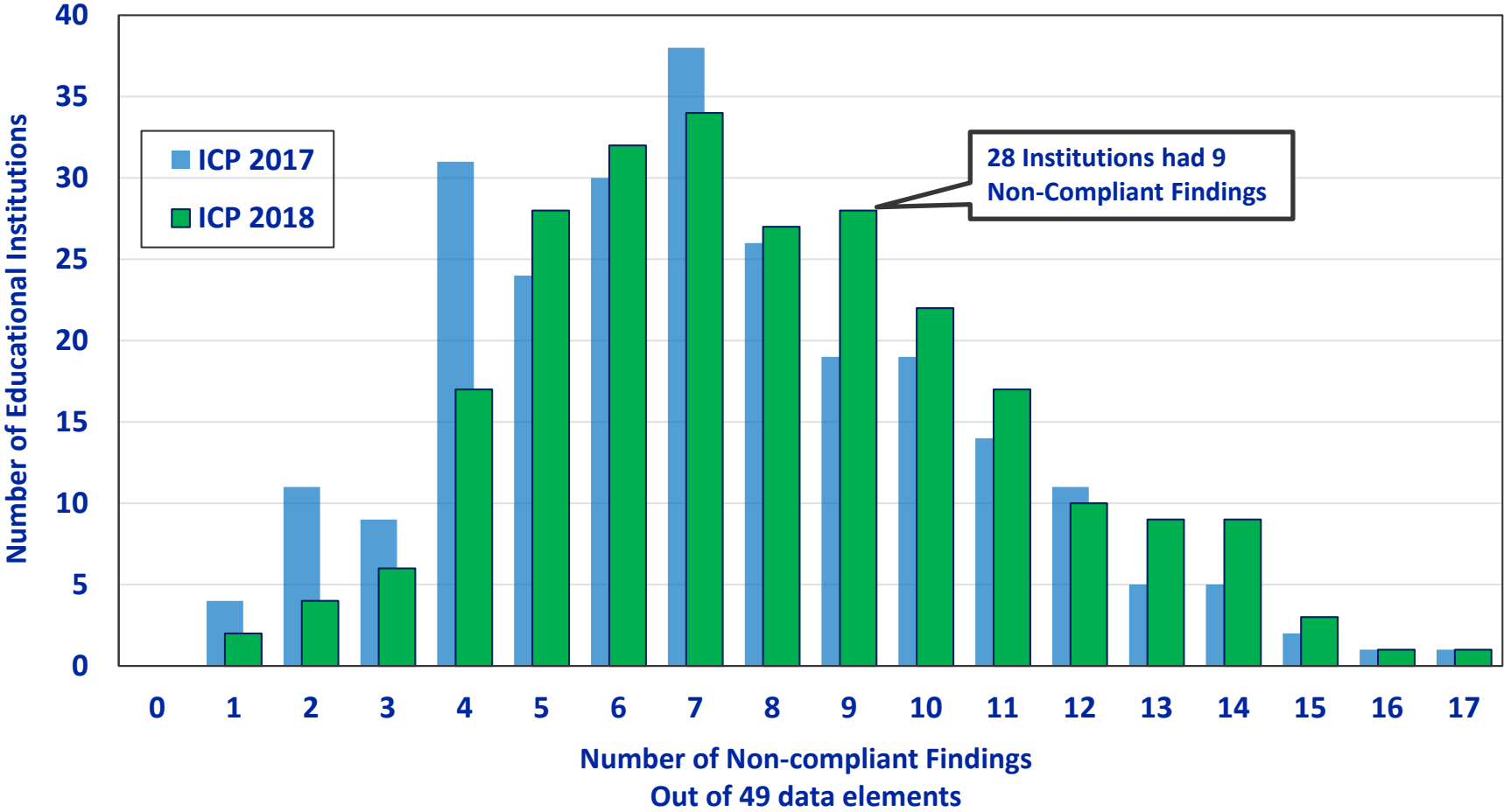
- **Recruiting, Marketing, & Advertising**
 - Are Educational Institutions complying with the moral, legal, and ethical guidelines established in the MOU?
- **Financial Matters**
 - Are Service members provided access to qualified and trained staff at Educational Institutions to answer financial questions and make informed decisions?
- **Accreditation**
 - Are Educational Institutions accredited by a body recognized by the Department of Education and complying with programmatic 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 24,000 pieces of data



ICP Summary

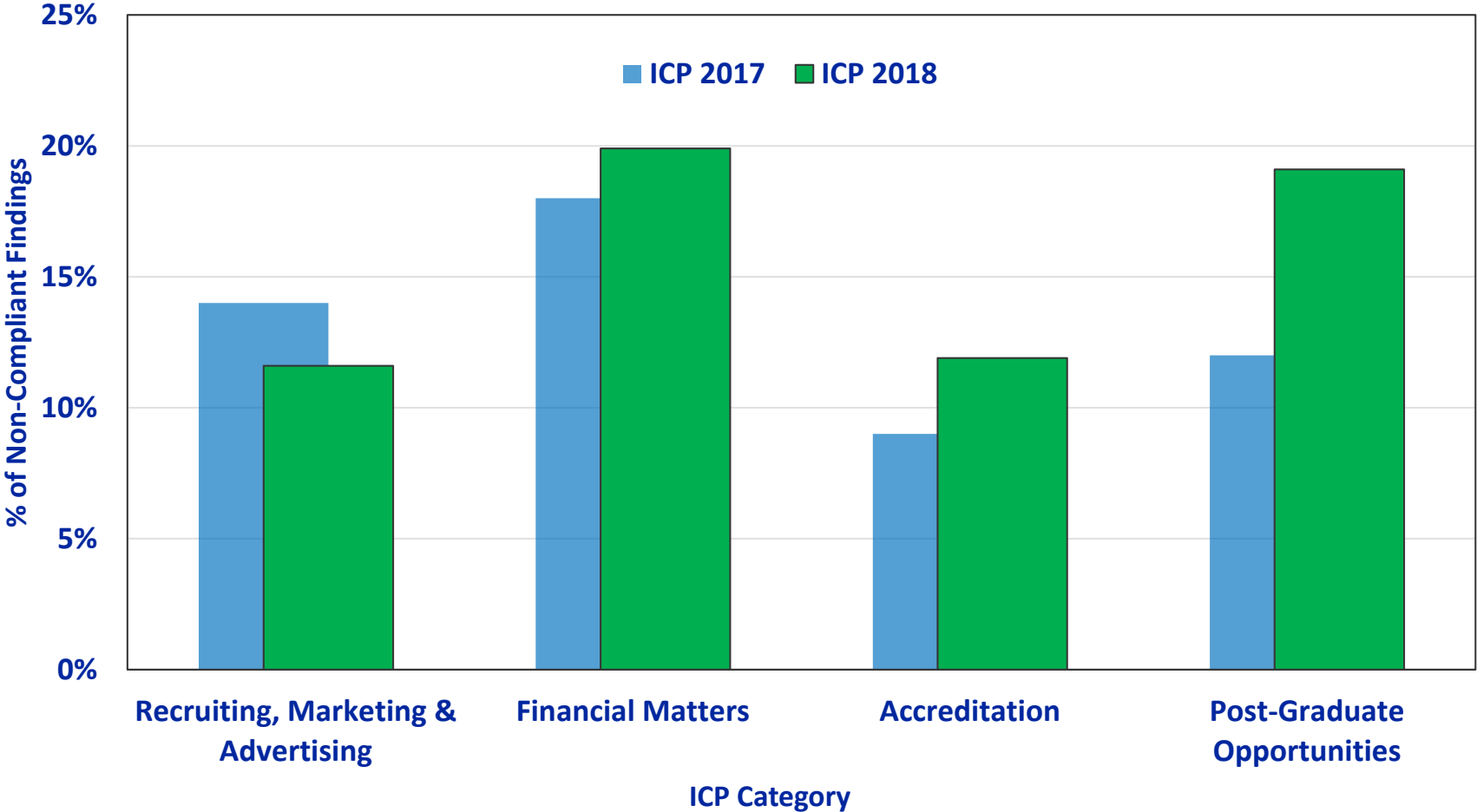
Non-Compliant Findings





2018 Summary

Non-Compliant Findings by ICP Category



*Discussion of Findings
& Notional Examples*



Programmatic Accreditation

- **Most Common Area of Concern:**
 - Lack of demonstrated and/or easily accessible information pertaining to programmatic accreditation

- **Potential Ramifications:**
 - Students may not be aware they are pursuing programs that are not properly accredited
 - Without proper programmatic accreditation, students may not be employable in their desired field without further coursework and/or testing



Common Non-Compliance

- ***Provide evidence that the institution discloses any conditions or additional requirements required to obtain credentials.***
 - Many instances where the institution did not provide any answer
 - Several other cases where the institution provided a degree plan, a citation from the course catalog, or detailed information on the transfer of credits



Best Practice

**VolEd
University**

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Professional Accreditation

Professional Accreditation

In the United States, most registration boards require a degree from an accredited professional degree program as a prerequisite for licensure. The National Architectural Accrediting Board (NAAB), which is the sole agency authorized to accredit professional degree programs in architecture offered by institutions with U.S. regional accreditation, recognizes three types of degrees: the Bachelor of Architecture, the Master of Architecture, and the Doctor of Architecture.

Doctor of Architecture and Master of Architecture degree programs may require a pre-professional undergraduate degree in architecture for admission. However, the pre-professional degree is not, by itself, recognized as an accredited degree.

VolEd University's School of Architecture, Planning and Landscape Architecture offers the following NAAB-accredited degree programs: B. Arch. (150 undergraduate credits)

ACCREDITATION INFO

- Action Letter
- Accreditation Visit Report
- Self Study Report

- Admissions
- Financial Aid
- Tuition & Fees
- Military TA Program
- Counseling
- Military Portals
- Events
- Q & A



Post-Graduation Opportunities

- **Most Common Area of Concern:**
 - Inability to demonstrate knowledgeable points of contact familiar with military students, including:
 - TA vs. VA funding
 - Student loan debt counseling and/or management
 - Academic counseling
 - Job prospects
 - Post-graduation counseling

- **Potential Ramification:**
 - Service members could receive inaccurate/incomplete/confusing information to use in their educational decision making



Common Non-Compliance

- **Self-Assessment Question:**
 - *“Provide evidence that the institution provides a point of contact (POC) knowledgeable of the military Tuition Assistance (TA) program, ED Title IV funding,”*

- **Non-compliant Responses:**
 - *“The Certifying Officials are familiar with Title IV policies/ procedures...”*
 - *“Veteran students may contact the Bursar's Office or the Records Office for notification of TA program benefits....”*
 - The evaluation team is unable to determine if these institutions have knowledgeable POCs



Best Practice

- **Self-Assessment Question:**
 - *“Provide evidence that the institution provides a point of contact (POC) knowledgeable of the military Tuition Assistance (TA) program, ED Title IV funding,”*

- **Best Practice Response:**
 - Thorough description of the duties and responsibilities of the institution’s primary PoC for military-connected students
 - Included a detailed position description, detailing required knowledge, skills, and abilities



Financial Matters

- **Most Common Areas of Concern:**
 - Lack of transparency regarding numerous aspects of the financial aid process, including:
 - Timelines
 - Total cost of attendance
 - Differentiation between tuition and fees
 - Lack of evidence relating to qualifications of financial aid advisors

- **Potential Ramifications:**
 - Service members could receive inaccurate/incomplete/confusing information to use in their educational decision making
 - Could lead to unwanted financial burden



Common Non-Compliance

- **Self-Assessment Question:**
 - ***“Provide evidence that the institution provides access to a trained, qualified financial advisor prior to offering, arranging...or enrolling Service members for federal or private student loans.”***

- **Non-compliant Responses:**
 - Individual names with years of experience
 - Redirects to course catalog or financial aid page, no evidence of qualifications
 - ***“Veteran students may contact the Bursar's Office or the Records Office for notification of TA program benefits....”***



Best Practice

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University**

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Tuition & Cost of Attendance

Tuition and fees are based on residency status, class level and the number of course units taken.

Estimated Tuition and Fees for Full-Time Students, 2018-2019

The following table illustrates the tuition and fees for full-time undergraduate students:

	On-Campus	Off-Campus
Undergraduate Tuition	\$250/credit	\$250/credit
Books & Supplies	\$1,000/term	\$1,000/term
Food & Housing	\$9,000/year	\$13,779/year
Technology Fee	\$300/credit	\$300/credit
Transportation & Other Fees	\$1,337/term	\$2,997/term
Total (30 credit, two-term year)	\$30,174	\$38,273

Deadlines

Date	Action
April 1, 2018	Applications accepted
April 23, 2018	Accept admission deadline
May 1, 2018	Official transcripts due

- Admissions
- Financial Aid
- Tuition & Fees
 - ❖ Undergraduate
 - ❖ Graduate
 - ❖ Certificate
- Military TA Program
- Counseling
- Military Portals
- Events
- Q & A



Best Practice

VolEd University

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Financial Aid

Steps to Apply for Aid

- Admissions
- Financial Aid
 - ❖ Getting Started
 - ❖ Types of Aid
 - ❖ Receiving Aid
 - ❖ Scholarships
- Tuition & Fees
- Military TA Program
- Counseling
- Military Portals
- Events
- Q & A

1. Apply for Admissions
2. Complete the FAFSA
3. Receive your admissions letter
4. Complete financial aid application online
5. Submit all financial aid forms
6. Set-up student email
7. View your award
8. Accept your aid

Types of Financial Aid

- Grants
- Work-Study
- Loans
- Scholarships

Deadlines

Date	Action
February 15	FAFSA application due
March 1	Complete IDOC
March 15	Financial aid notifications sent
June 1	Scholarship application deadline

QUICK LINKS

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

FAFSA
Free Application for Federal Student Aid



U.S. Department of Education



Recruiting, Marketing, and Advertising

- **Recruiting Common Area of Concern:**
 - **Incomplete guidance on TA processes, including:**
 - **Application process**
 - **Links to Service education portals**
 - **Guidance directing students towards ESOs and other military education personnel**
 - **Lack of institutional policies promoting behaviors consistent with ED regulations on misrepresentation**

- **Potential Ramification:**
 - **Service members could receive inaccurate, incomplete, and/or confusing information to use in their educational decision making**



Common Non-Compliance

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ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Resource for Veterans & Military Students

- Admissions
- Financial Aid
- Tuition & Fees
- Military TA Program
- Counseling
- Military Portals
- Events
- Q & A

Military Tuition Assistance

The Armed Forces offers soldiers, sailors, marines, guardsman, and airmen several programs to support their education goals including up to 100% Tuition Assistance for college courses taken during off-duty hours. For more information on each military branch's tuition assistance program and application process, click [here](#)

Hyperlink to an informational website, not an official DoD or Service site

Location
Hesburgh Hall, A113

Hours
Monday-Friday:
8am – 5pm

QUICK LINKS

Federal Student Aid
AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

FAFSA
Free Application for Federal Student Aid



U.S. Department of Education



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ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Tuition Assistance

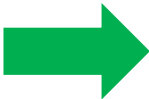
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The Tuition Assistance (TA) program pays the cost of tuition and some additional fees. Nearly all active duty military service members are eligible for TA. However, each service branch determines eligibility criteria that often reduce access. Tuition Assistance covers up to 100% Tuition and Fees, not to exceed \$250.00 per semester credit hour or \$4500.00 per fiscal year.

All Active Duty Service Members (including Guard and Reserve) must contact their Education Service Officer (ESO) or Education Counselor within your branch of service prior to enrolling in any college or university.

Tuition Assistance Application Procedures for Military Services:

- [Army](#)
- [Navy](#)
- [Coast Guard](#)
- [Marines](#)
- [Air Force](#)



Hyperlinks to official Service websites

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U.S. Department of Education



Recruiting, Marketing, and Advertising

- **Marketing & Advertising Common Area of Concern:**
 - DoD and/or Military Service insignias and/or logos being displayed on institution websites, providing an implied endorsement by the DoD that could be misleading

- **Potential Ramification:**
 - Service members could inaccurately construe advertising materials as an endorsement from the DoD/Service



Common Non-Compliance

**VolEd
University**

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Resource for Veterans & Military Students

- Admissions
- Financial Aid
- Tuition & Fees
- Military TA Program
- Counseling
- Military Portals
- Events
- Q & A

Thank you for your Service in the Armed Forces

VolEd University is committed to ensuring the success of all military-connected students in their pursuit of attitudes, skills and habits of lifelong learning and leadership. We support veterans, military servicemembers, spouses, dependent children, caregivers, survivors and ROTC cadets.



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ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Resource for Veterans & Military Students

- Admissions
- Financial Aid
- Tuition & Fees
- Military TA Program
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- Military Portals
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- Q & A

VolEd University has supported the educational goals of our men and women in uniform since its inception in 1985. We offer support and counseling services to help veterans, active duty Service members, spouses, and dependents successfully receive all of their military benefits.



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QUICK LINKS

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Imagery Guidelines

- **Authorities:**
 - **Department of Defense Instruction (DoDI) 5410.20, September 2016**
 - **DoDI 5040.02, October 2011**
 - **Guidelines on the Use of Department Seals, Logos, Insignia, and Service Medals, October 2015**
 - **DoDI 1322.25, July 2014**
 - **Title 10, U.S. Code, Section 771**



Imagery Guidelines

- **Visual Information – Visual or pictorial representations of persons, places, or things, with or without sound**
- **Examples of DoD Visual Information:**
 - Logos/Seals
 - Insignia
 - Uniforms
 - Equipment/Materiel
 - Command Crests
 - Patches
 - Medals
- **DoD Visual Information may not be used in a manner that could imply endorsement of a Non-Federal Entity**
- **The use of disclaimers can quickly defuse considerations of misleading advertising**

Way Ahead



Way Ahead

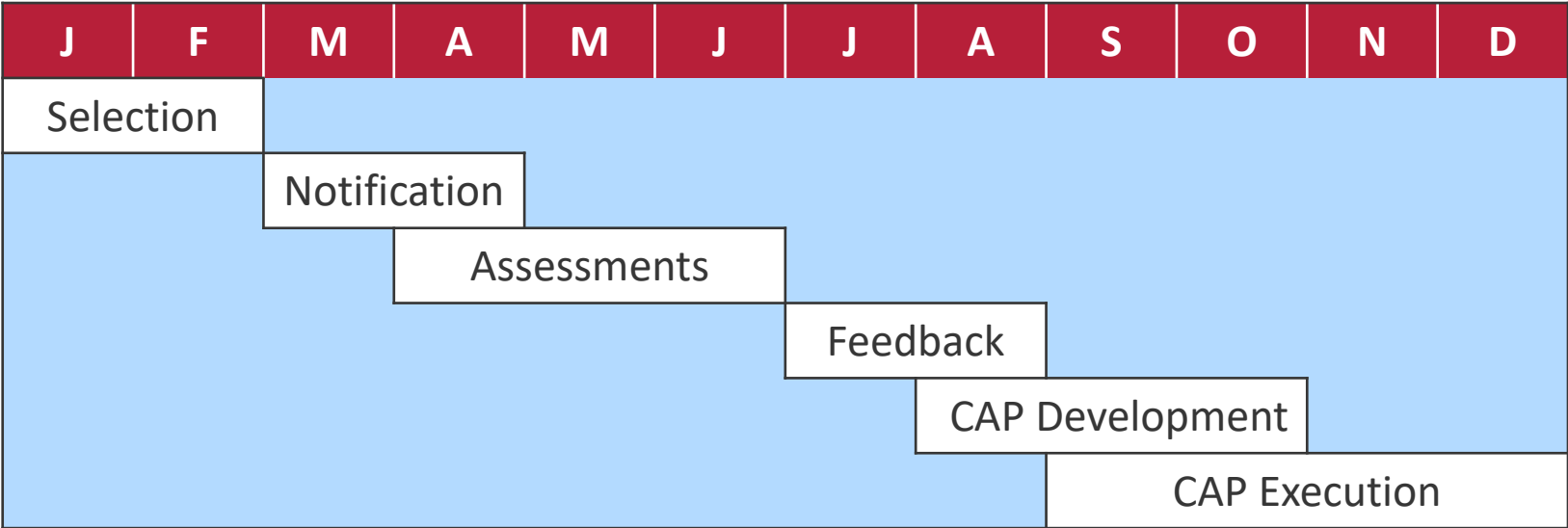
- **Continue implementation of improved correspondence**
 - Process improvements
 - Software implementation
- **2018 ICP Institutions provide Corrective Action Plan (CAP) and begin implementation of CAP**
- **Execute 2019 ICP cycle with a new set of 250 institutions**
- **Continue to apply lessons learned to improve the overall process**

Maintain the focus on the *Culture of Compliance*



ICP 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:



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