

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

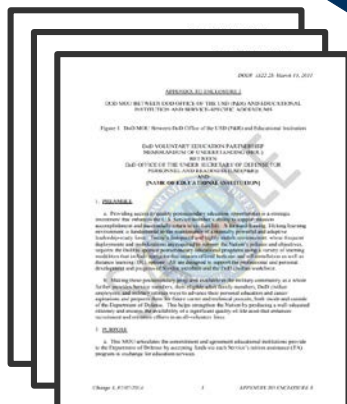
Focus Area Four

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

Educational Institutions



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

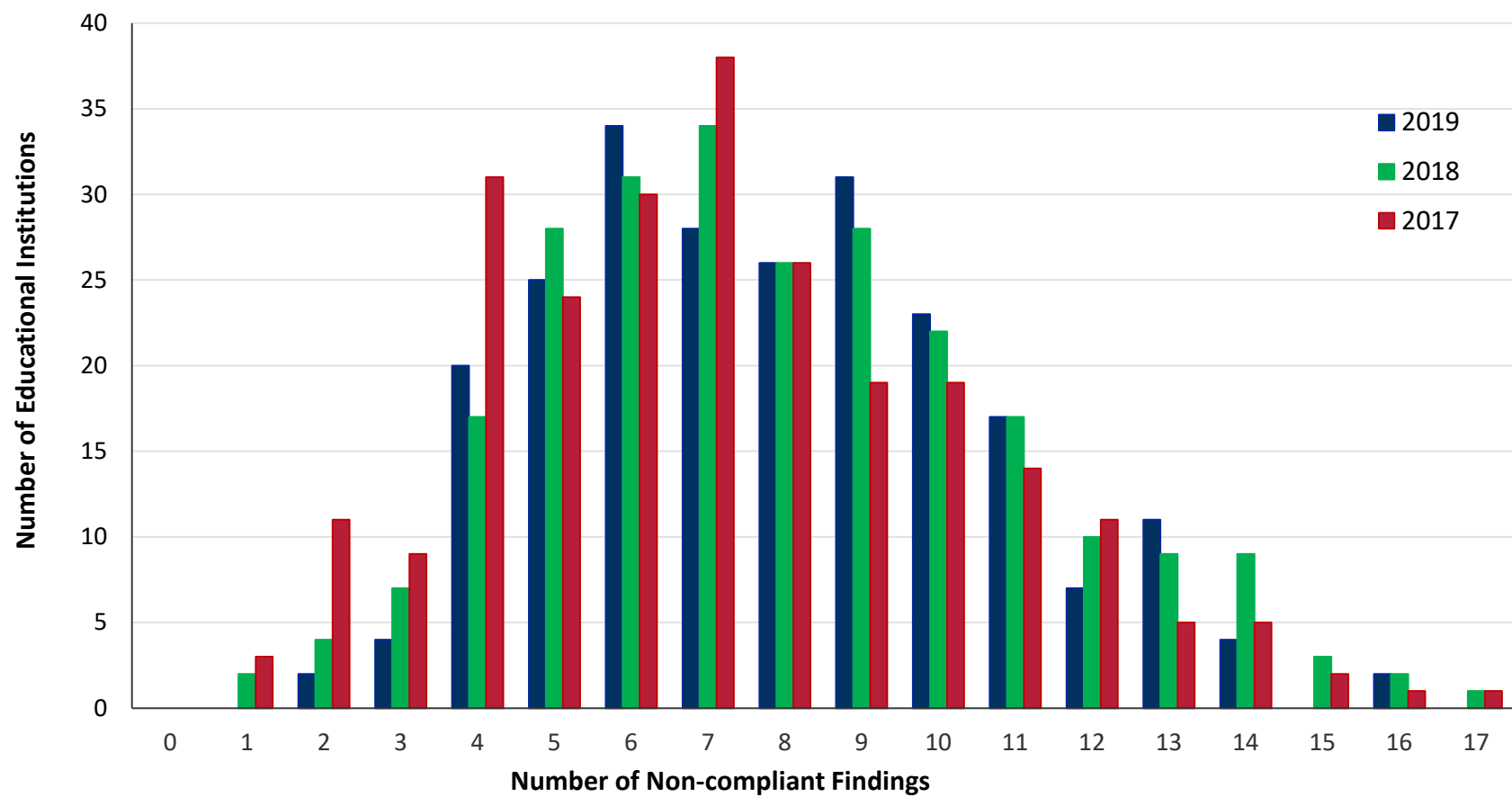
- Are Educational Institutions providing accurate information on post-graduate employment opportunities, so that students can make informed decisions?

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]
Unit: [Redacted]
Reports to: [Redacted]
Supervisor: [Redacted]
Type of Appointment: [Redacted]

JOB DUTIES:

- Provide overall supervision, coordination and policy development of the student financial aid program.
- Develop 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 student-athletes.
- Follow all NCAA Div. II ethical principles, ethical codes of conduct and best practices as outlined in Article 15.
- Plan and directly administer the department annual operating budget.
- Oversee the hiring, training, supervision and evaluation of all financial aid staff.
- Represent the department in all assigned and related institutional committees.
- Provide reports and develop reports to support institutional student recruitment and retention strategies and other student centered service goals.
- Serve as primary departmental representative to external regulatory agencies.
- Other duties as assigned.

Departmental Services

- Problem solve, answer questions and address concerns from college and departmental staff.
- Coordinate Processing Center and One Stop self-administration training.
- Assist and monitor phone traffic in Processing Center and One Stop.
- Verify appropriate documentation of various student requirements for admission, financial aid, billing and records.

Cherish

- Assist the One Stop Coordinator with demonstrations, orientations, or presentations to students, parents and college staff, provide financial aid and student success training presentations to the college community, high schools, junior colleges, military groups, and other regional external organizations such as Financial Aid nights, one-on-one orientations, etc.
- Accept referrals from the Welcome Center/Admissions Office; provide appointments for financial aid consultation, 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 DI Rules 10.1, 10.2, 10.3 and 13.1.2

Qualifications provided with the Self-Assessment

2

Student Financial Services

What it Codo

Financial Aid Programs

Scholarships

Academic Progress

Verification

Payments

Clearing for Traditional Undergraduate Classes

Refunds / Withdrawals

Financial Aid Walkthrough

Resources

Contact Us

Financial Aid Staff

Business Office Staff

Sharon Morris

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.”

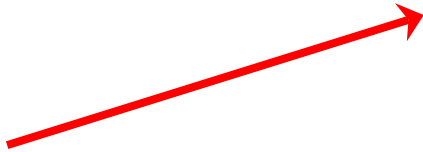
Minimum information required:

- 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.”

1

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	\$18.65	\$207.65
Tuition for Hybrid Courses	\$89	\$21.45	\$210.45

Differential Tuition for Programs	Tuition Rate	Fees**	Cost Per Cr.
Dental Assistant	\$153.38	\$21.45	\$274.83
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	\$190.48	\$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	\$184	\$21.45	\$205.45

FEES **

Technology	\$10/credit
Parking/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

2

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

Home TA DECIDE Tuition Rate Documents

Search

Queues > Institution Details

Back

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

Note: Click file name to download the document.

Print Application

Approved: 8/9/2019

Compliance Training Date: 5/13/2019
FY 16 TA Participants: 7
Expiration Date: 8/15/2024

Click here to view tuition rate documents

Institution

Institution: [Redacted]
Trade Name: [Redacted]
OPE ID: [Redacted]
Street Address 1: [Redacted]
Street Address 2: [Redacted]
City: [Redacted]
State: [Redacted]
Zip: [Redacted]
Telephone Number: [Redacted]
Web Site Address (URL): [Redacted]
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