Voluntary Education Program
Readiness (Force Education & Training)

DoD Voluntary Education Program Update
Dawn Bilodeau, Chief, DoD Voluntary Education
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.
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 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 Community

Focus Area Four
Cultivate a Culture of Organizational Effectiveness

2015-2020 VolEd Strategic Plan

Why We Do It

VolEd Overview

Readiness (Force Education & Training)
FY16 VolEd Review
(Focus Area Three)

2015-2020 VolEd Strategic Plan

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FY16 VolEd Review
(Community of Stakeholders)

Department of Defense

Readiness
Voluntary Education
Credentialing
Professional Military
Education

M&RA
Spouse Education
Education Incentives
Reserve Affairs
Transition

Interservice Voluntary Education Board
Chair: Chief, DoD Voluntary Education

Interagency Partners

Provider Partners

Education Incentives
Reserve Affairs
Transition

Military &
Veteran
Service
Organizations
FY16 VolEd Review
(DoD VolEd Organization)

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)

A Welcome Message from Dawn Bilodeau, Chief of DoD Voluntary Education:
Welcome to the Team! Your desire to sign a Voluntary Education Partnership Memorandum of Understanding with the Department of Defense is the first step toward entering into a committed partnership that provides opportunities for Service members and their families to realize their educational goals. With your support, DoD can deliver on our promise to Service members to avail themselves of quality educational opportunities.
FY16 VolEd Review
(Create A Culture – Presence)
FY16 VolEd Review

(Create A Culture – Information)
**Vision Statement**

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- **Focus Area One**
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- **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.

Approximately 1,700 Individuals Per Month Use TA DECIDE
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**
- **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](https://jkodirect.jten.mil)

**Accessing Higher Education Course**
- **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.**
Three years since January 30, 2014, launch of DoD Postsecondary Education Complaint System (PECS).


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

Complaints By Sector

*Principles of Excellence (PoE)
FY16 VolEd Review
(MyVolEdPath App)

- **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](http://www.myvoledpath.com), links to Google Play and Apple AppStore (inactive until launch date).
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.”
FY16 VolEd Review
(DoD MOU Compliance Tutorial)

- February 24, 2017 launch of the DoD MOU Compliance Tutorial

- 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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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
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.

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).
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.
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.

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FY16 VolEd Review
(A Network)

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

### Notable FY16 Items:
- TA costs down 3%, participants down 5%, courses up slightly (<1%).
- Average cost per course down 3% ($22).

<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>94K</td>
<td>48K</td>
<td>18K</td>
<td>88K</td>
<td>30K</td>
<td>272K</td>
</tr>
<tr>
<td># Courses</td>
<td>265K</td>
<td>135K</td>
<td>49K</td>
<td>233K</td>
<td>96K</td>
<td>751K</td>
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<tr>
<td>TA Costs</td>
<td>$162M</td>
<td>$92M</td>
<td>$34M</td>
<td>$166M</td>
<td>$59M</td>
<td>$503M</td>
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<tr>
<td>Avg Cost Per Course</td>
<td>$610</td>
<td>$683</td>
<td>$695</td>
<td>$713</td>
<td>$619</td>
<td>$660</td>
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<tr>
<td>Avg Courses Per Member</td>
<td>2.8</td>
<td>2.8</td>
<td>2.8</td>
<td>2.6</td>
<td>3.2</td>
<td>2.8</td>
</tr>
<tr>
<td>Military End Strength</td>
<td>471K</td>
<td>320K</td>
<td>184K</td>
<td>314K</td>
<td>819K</td>
<td>2.1M</td>
</tr>
<tr>
<td>% Endstrength TA Users</td>
<td>20%</td>
<td>15%</td>
<td>10%</td>
<td>28%</td>
<td>4%</td>
<td>13%</td>
</tr>
</tbody>
</table>

Note: Amounts may not be exact due to rounding.
FY16 VolEd Review
(TA Distribution by Service Component)

- TA Participants By Service Component:

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

<table>
<thead>
<tr>
<th>FY16 TA Totals</th>
<th>FY15 TA Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants</td>
<td>272K</td>
</tr>
<tr>
<td>Courses</td>
<td>761K</td>
</tr>
<tr>
<td>Costs</td>
<td>$503M</td>
</tr>
</tbody>
</table>
FY16 VolEd Review
(Student Outcome Metrics)

- Course Completion Rate: 88%
- Degrees / Certificates Earned: 50,432

85% of TA funded courses are taken online
94% of TA participants attend institutions with regional accreditation
**FY16 VolEd Review**
*(Educational Institutions Receiving TA)*

<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>212</td>
<td>106K</td>
<td>306K</td>
<td>$220M</td>
<td>$718</td>
</tr>
<tr>
<td>Private Non-Profit</td>
<td>578</td>
<td>66K</td>
<td>192K</td>
<td>$137M</td>
<td>$714</td>
</tr>
<tr>
<td>Public</td>
<td>1,239</td>
<td>99K</td>
<td>264K</td>
<td>$146M</td>
<td>$554</td>
</tr>
<tr>
<td>All Sectors</td>
<td>2,029</td>
<td>271K</td>
<td>761K</td>
<td>$503M</td>
<td>$660</td>
</tr>
</tbody>
</table>

- **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)

Note: Amounts may not be exact due to rounding.
 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

<table>
<thead>
<tr>
<th>Control</th>
<th>Support</th>
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<tbody>
<tr>
<td>Cost of College</td>
<td>Marketable Degrees</td>
</tr>
<tr>
<td>Nonattainment</td>
<td>Better Quality of Life</td>
</tr>
<tr>
<td>Underemployment</td>
<td>Higher Employment</td>
</tr>
<tr>
<td>Excessive Debt</td>
<td>Higher Earnings &amp; Income</td>
</tr>
</tbody>
</table>

“...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:**
- **DoD Voluntary Education Partnership MOU:**
  [http://www.dodmou.com](http://www.dodmou.com)
- **Tuition Assistance (TA) DECIDE:**
- **DoD Postsecondary Education Complaint System:**
- **Troops To Teachers:** [http://www.proudtoserveagain.com](http://www.proudtoserveagain.com)
Better Service Members, Better Citizens.