

UNITED STATES DEPARTMENT OF DEFENSE



Voluntary Education Program Readiness (Force Education & Training)

DoD Institutional Compliance Program:
One Year In, How's It Been?

March 2018



Agenda

- **Introductions**
- **Strategic Plan**
- **FY17 Institutional Compliance Program (ICP)**
- **Iteration 1 Overall Results**
- **Iteration 1 Findings & Notional Examples**
- **Way Ahead**
- **Questions**



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 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 VolEd Community

Focus Area Four

Cultivate a Culture of Organizational Effectiveness



Institutional Compliance Program

- **Inaugural year of a modernized program**
- **Leveraged over 24,000 pieces of data, conducted a focused analysis of 250 institutions, provided feedback**
- **Some common findings of non-compliance across the sample population**
- **Providing numerous opportunities to apply lessons learned**
- **Making leaps forward in effectiveness and efficiency to create a viable compliance program for the long term**

FY17 Institutional Compliance Program



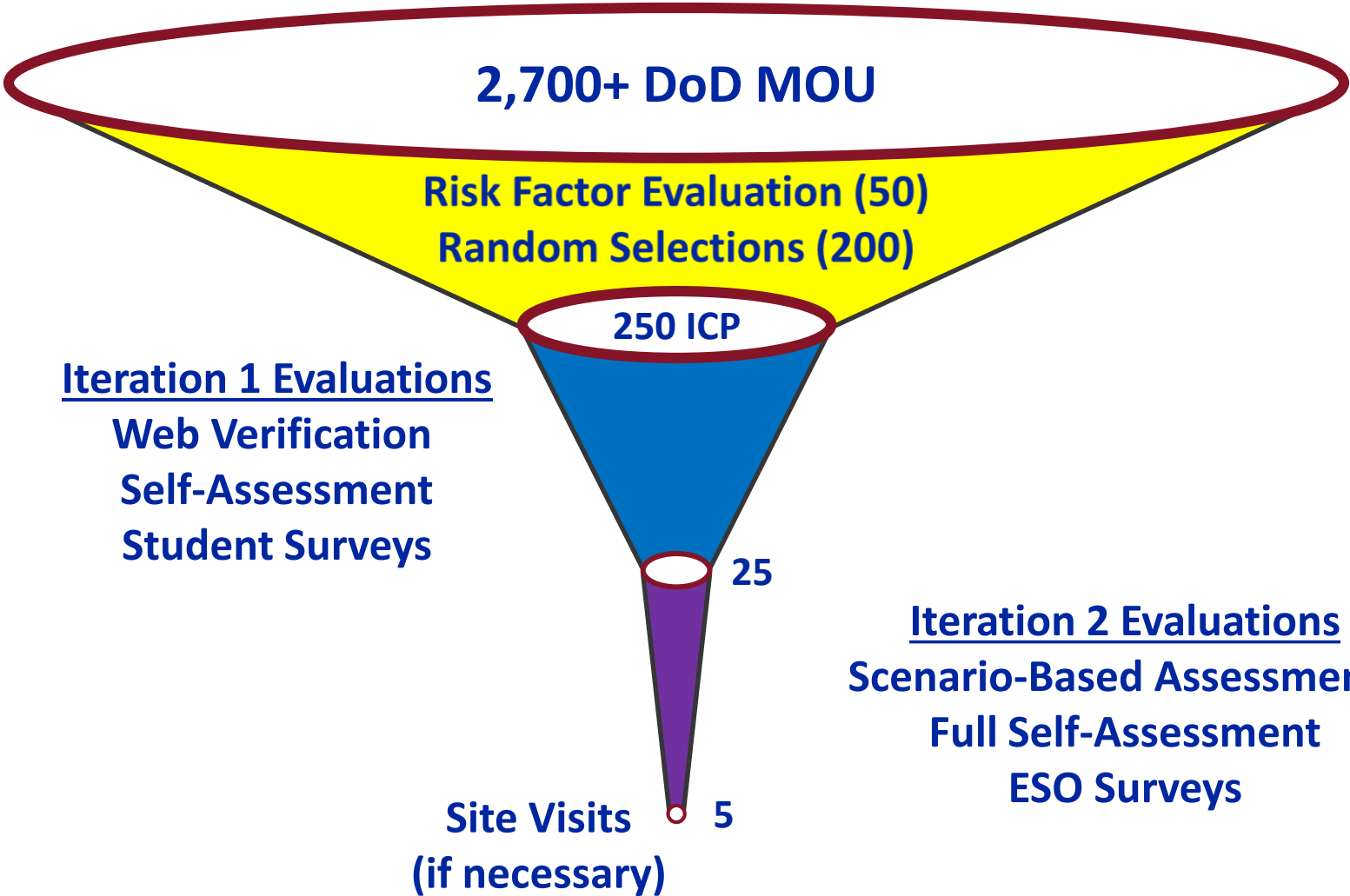
Overarching Approach

- Address Government Accountability Office (GAO) concerns
- Minimize burden on institutions & Military Services
- Execute a cursory look at entire population of DoD Memorandum of Understanding (DoD MOU) institutions
- Down-select to 250 DoD MOU institutions for focused evaluations
- All scoring and analysis result in relative rankings
- Intent is to provide feedback to improve compliance

All efforts focused on creating a *Culture of Compliance*



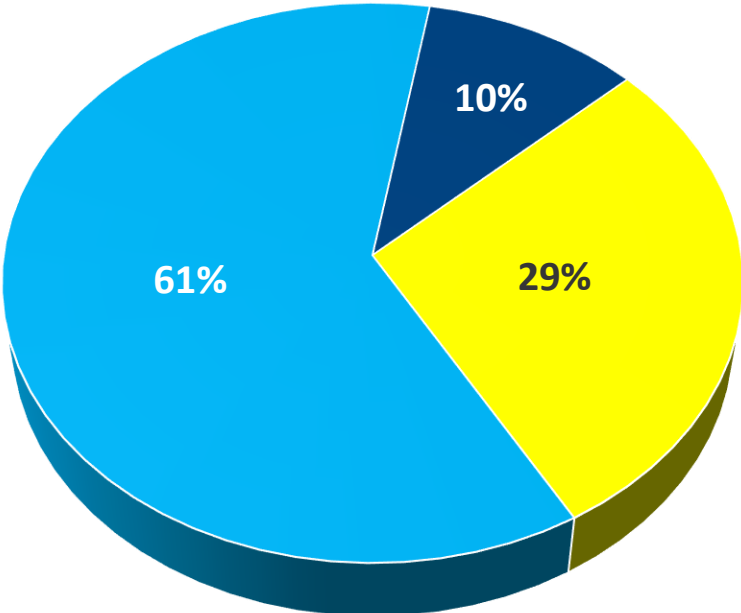
2017 ICP Process (The Plan)



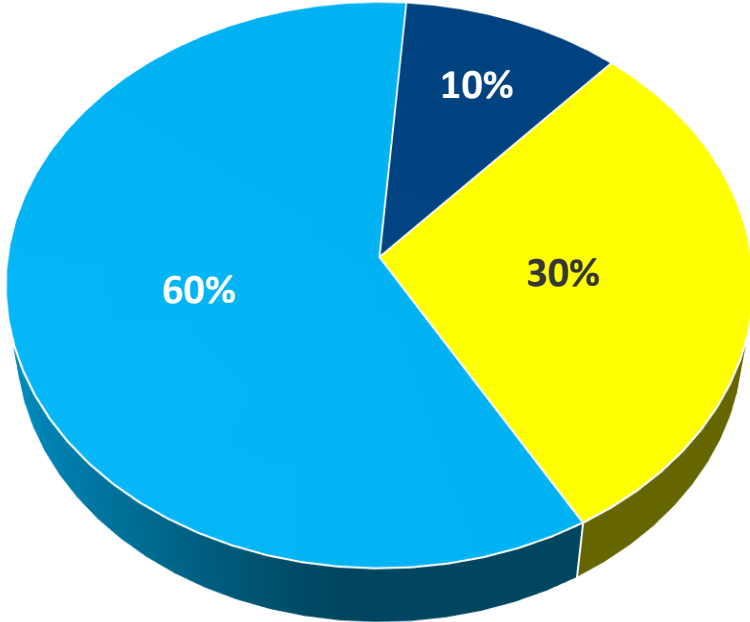


2017 Selection Results

All DoD MOU Institutions



250 ICP Institutions



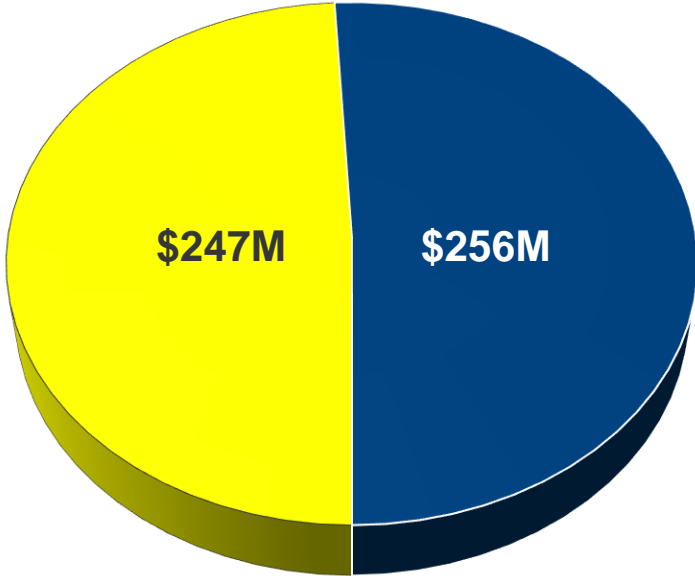
■ Public ■ Private, For-Profit ■ Private, Non-Profit

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



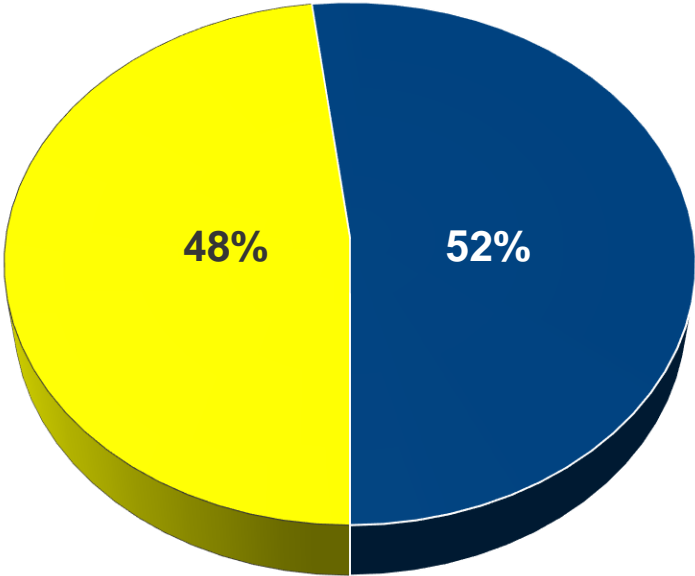
2017 ICP At a Glance

TA Funding



■ FY17 ICP Institutions ■ All Others

TA Students



■ FY17 ICP Institutions ■ All Others

First year of the new compliance program addressed nearly half of the Tuition Assistance (TA) funding and the student population



Iteration 1 Areas Examined

- **Recruiting, Marketing, & Advertising**
 - Are Educational Institutions complying with legal and ethical guidelines as expressed in the MOU?

- **Financial Matters**
 - Are Service members provided access to qualified and trained staff at Educational Institutions who can answer financial questions and help Service members 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?

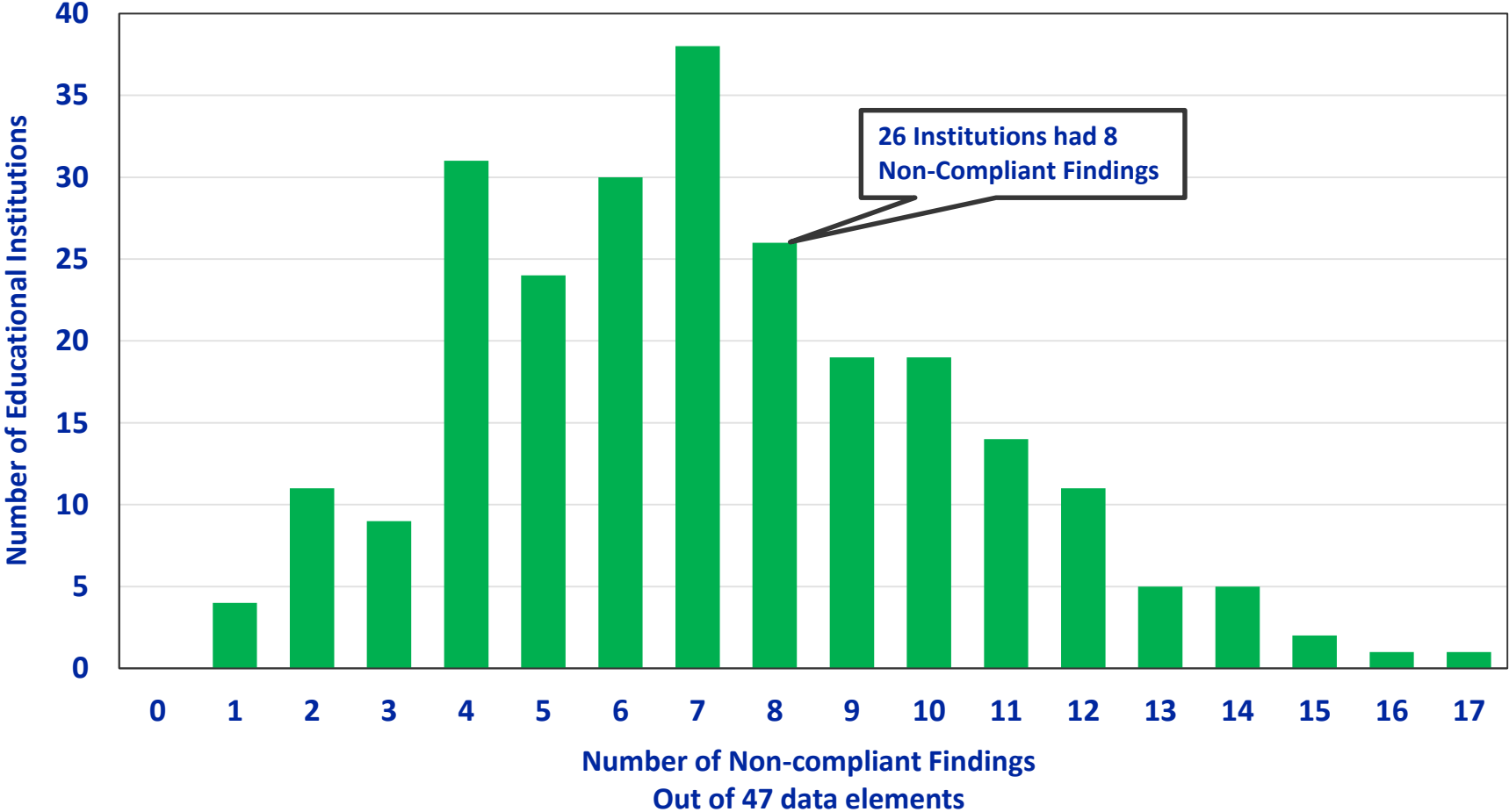
***Risk factor evaluations and Iteration 1
evaluations utilized over 24,000 pieces of data***

Iteration 1 Overall Results



Iteration 1 Summary

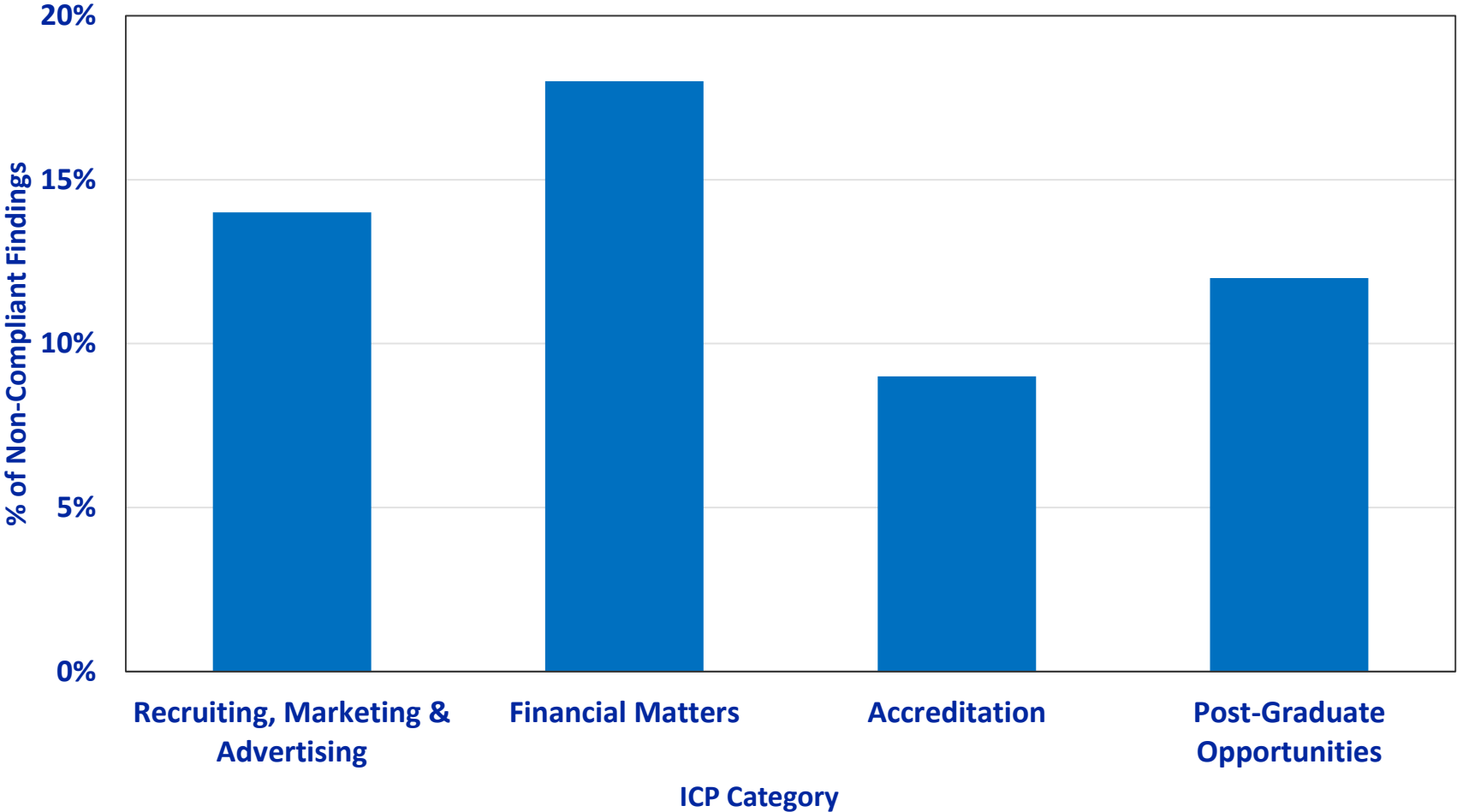
Non-Compliant Findings





Iteration 1 Summary

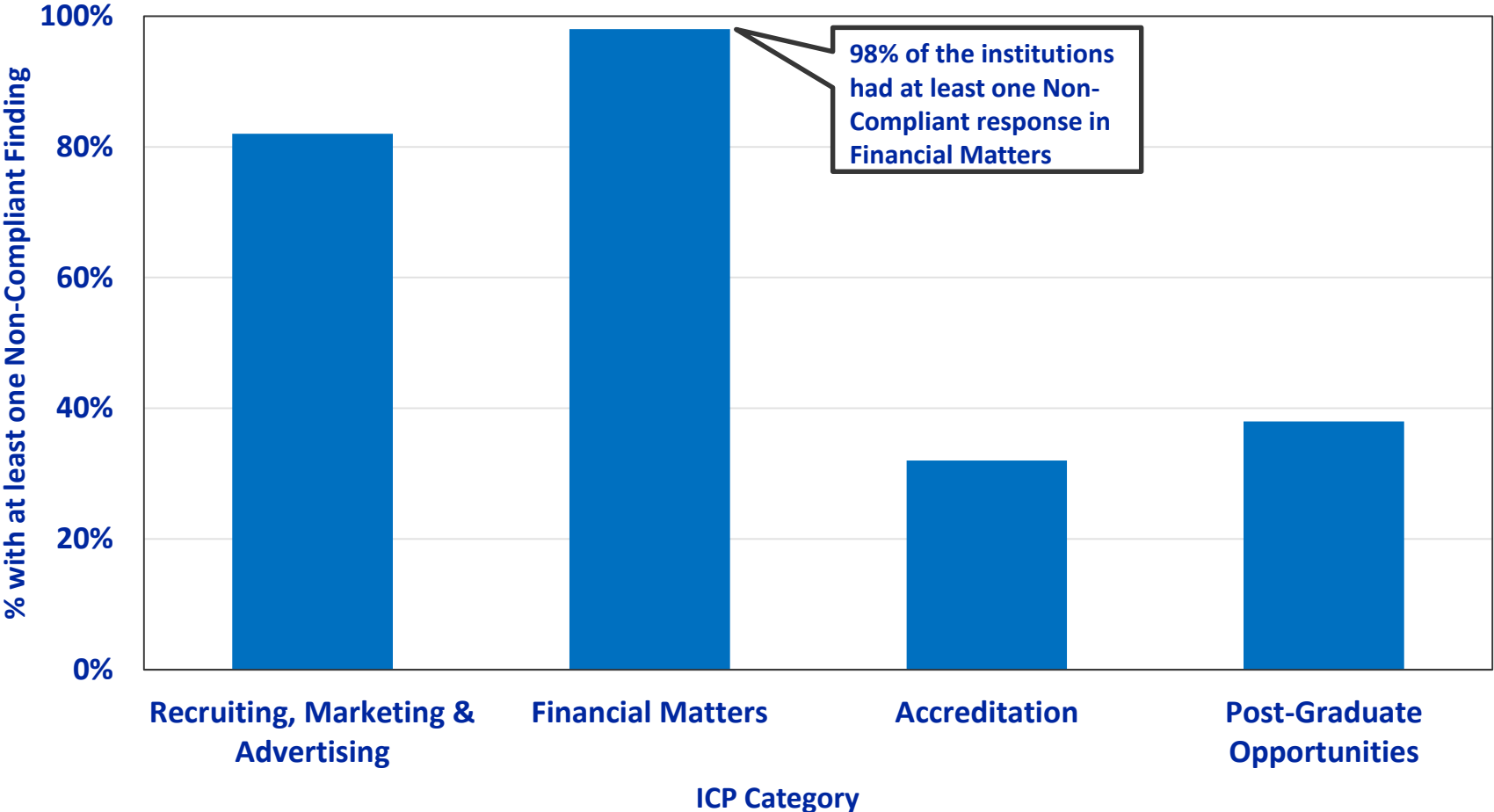
Non-Compliant Findings by ICP Category





Iteration 1 Summary

Non-Compliant Findings by ICP Category



*Iteration 1 Findings
& Notional Examples*



Recruiting, Marketing, and Advertising

- **Most Common Areas of Concern:**
 - DoD and/or Military Service insignias and/or logos being displayed on institution websites, implying a tacit endorsement by the DoD
 - ED 34 C.F.R. 668.71: “... any statement that has the likelihood or tendency to deceive.”
 - DoDI 1322.25 – “Use unfair, deceptive...devices...including misleading advertising...”
 - Incomplete guidance on TA processes, including:
 - Application process
 - Links to Service education portals
 - Guidance directing students towards ESOs and other military education personnel

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



Best Practice

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

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 your military benefits.

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



Common Non-Compliance

VoEd University

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I JOINED VOLED U BECAUSE I WANT TO INVEST IN MY FUTURE



VS.

I JOINED VOLED U BECAUSE I WANT TO MOVE UP IN RANK



- ✓ SERVICE MEMBER IS NOT IN UNIFORM
- ✓ NAME AND RANK ARE NOT DISPLAYED
- ✓ NO REFERENCE TO MILITARY-SPECIFIC ROLES & RESPONSIBILITIES

- ✗ SERVICE MEMBER IS IN UNIFORM
- ✗ NAME & RANK ARE DISPLAYED
- ✗ DIRECT REFERENCE TO MILITARY-SPECIFIC JOBS

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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**
 - **Website tuition information does not match the information provided via the institution's DoD MOU application**
 - **Lack of evidence relating to financial aid advisement**

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



Best Practice

**VoEd
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



Common Non-Compliance

VoEd University

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Tuition & Cost of Attendance

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

How much does it cost to attend VoEd U?

First, tell us a bit about yourself.

*Name	*Program modality
Enter your name	Online
*Location	*Preferred area of study
Alabama	Select degree level and type
*Veteran status	*Where do you plan to live?
Active Duty	On Campus
*Contact information	Enter your phone number
OK, Ready to Continue!	

Location
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Hours
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Best Practice

VolEd University

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Financial Aid

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

Steps to Apply for Aid

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

Deadlines

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

Types of Financial Aid

Grants	Work-Study
Loans	Scholarships

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Common Non-Compliance

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Attention Military Students

VolEd University offers first-rate educational services for our men and women in uniform. We know the military student, and the challenges you face, so call 1-888-867-5309 to find out how we can help you!

Your Fast-Track to a Diploma

Enjoy same day application and enrollment as a Veteran or Active Duty.

Paying for your Degree

Our advisors will work with you step-by-step to make sure you get the right degree at the right price. Active Duty and Veterans are pre-approved for multiple loan programs, and have access to a number of VolEd University Scholarship programs. Call 1-888-867-5309 to speak with a Financial Aid Advisor today!

Special Note:

The MS Cybersecurity program does not accept Title IV loans, and is a cash only program.

Location

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Hours

Monday-Friday:
8am – 5pm



Accreditation

- **Most Common Area of Concern:**
 - Lack of current 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



Best Practice

VoEd University

ABOUT ACADEMICS ADMISSIONS STUDENT LIFE

Accreditation

University Accreditation

VoEd U. is accredited by the Regional VoEd College and University Commission, commonly referred to as RVECUC. Our next reaffirmation of accreditation visit will be held in Spring of 2025. As outlined in the Commission Action letter, the following schedule is in place:

Date	Action
Spring 2019	Progress Report
Spring 2020	Mid-Cycle Review
Spring 2024	Off-site Review
Spring 2025	Accreditation Visit

Program Accreditation

Several programs at VoEd U. have received discipline-specific accreditation. The list below provides links to the accrediting agency websites where information regarding requirements for this external accreditation can be found.

- The B.A. and M.A. in Music are accredited by the [National Association of Schools of Music](#). ([view accreditation letter here](#))
- The M.S. in Speech-Language Pathology is accredited by the [Council on Academic Accreditation in Audiology and Speech-Language Pathology](#). ([view accreditation letter here](#))
- The Master's in Social Work is accredited by the [Council on Social Work Education](#). ([view accreditation letter here](#))
- The College of Business and Economics is accredited by the [Association to Advance Collegiate Schools of Business](#) (AACSB).
- All of the university's programs for teaching and services credentials are approved by the [VoEd State Commission for Teacher Credentialing](#).

- Admissions
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ACCREDITATION INFO

- Action Letter
- Accreditation Visit Report
- Self Study Report



Common Non-Compliance

- *Does the institutional accrediting agency's website verify the accreditation status of the institution?*
 - No, the institution's accrediting agency is no longer recognized as an accrediting agency by the Department of Education.

- *Does the institution provide additional information on programmatic accreditation?*
 - In many cases, an institution's website contains no programmatic accreditation information
 - When requested in the self assessment, no data was provided



Post-Graduation Opportunities

- **Most Common Area of Concern:**
 - **Inability to identify 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**



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:**
 - Identified the duties and responsibilities of the Associate Registrar for Transfer and Military Services
 - Included a position description, detailing required knowledge, skills, and abilities



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 Response:**
 - *<http://www.noncompliantu.edu/veterans>*
 - When accessed, website gives “page not found” error
 - Unable to determine if the institution has knowledgeable POCs

Way Ahead



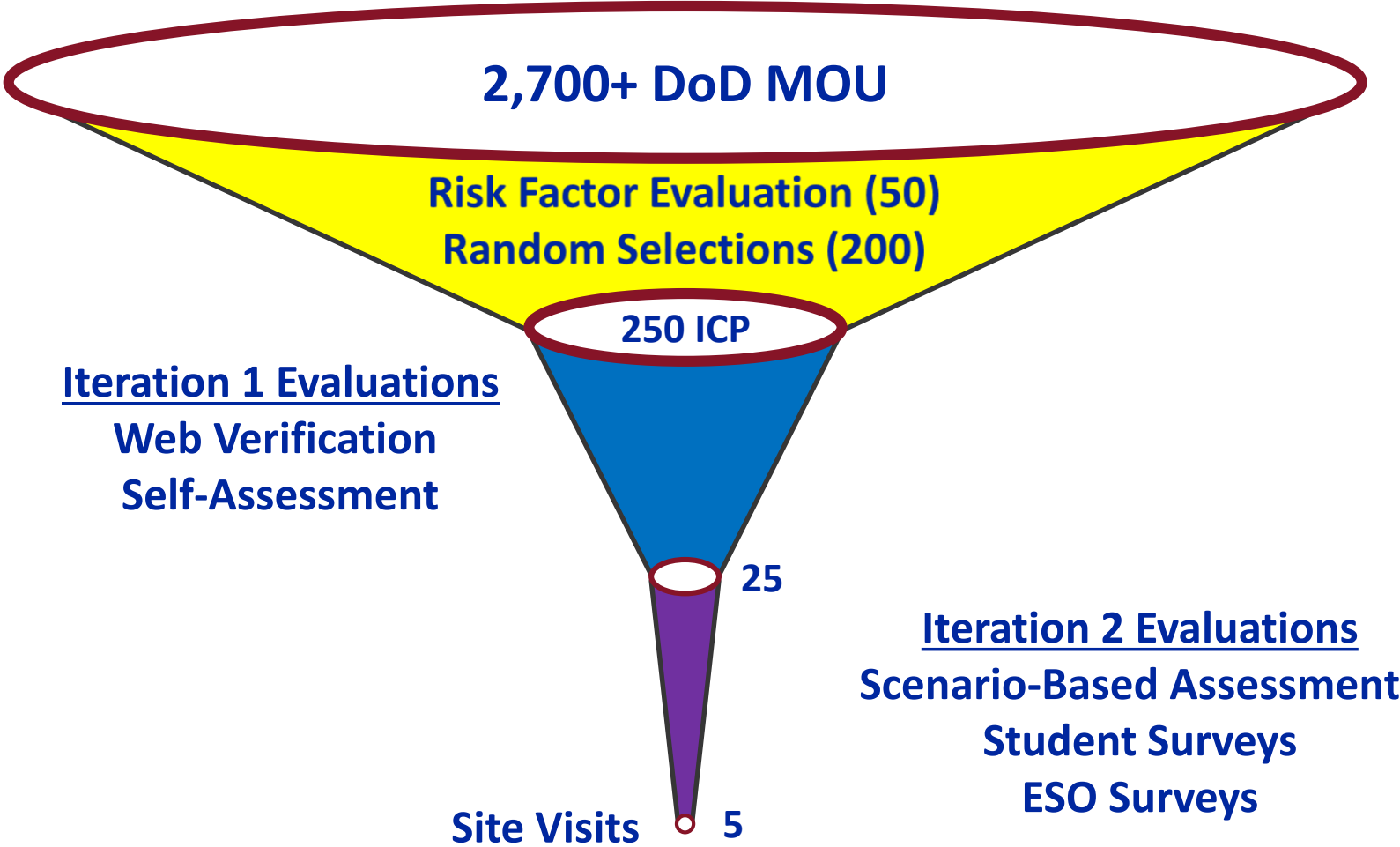
Way Ahead

- **Implement improved correspondence mechanisms**
 - **Institutions should maintain Compliance POC information within DoD MOU site; over 60% currently not up to date**
- **FY17 ICP Institutions provide their Corrective Action Plan (CAP) and begin implementation of their CAP**
- **Execute FY18 Cycle of ICP 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*



2018 ICP Process (The Plan)





ICP Review Cycle

(Schedule)

- 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 no issues will be exempt from random selection for three years, and risk-based selection for one year
- Typical fiscal year schedule:

Oct - Jan	Feb – May	Jun - Jul	Aug - Sep
Process Review and Improvements	Announcement Letter (250)	Iteration 2 Assessments (25)	On-Site Assessments (5)
On-Site Assessment Reports	Iteration 1 Assessments (250)	Iteration 1 Reports for Institutions (225)	Iteration 2 Reports for Institutions (20)
Initiate CAP On-Site	Correspond with ICP Participants	Initiate CAP Iteration 1	Initiate CAP Iteration 2

Questions