

UNITED STATES DEPARTMENT OF DEFENSE



Voluntary Education Program Readiness (Force Education & Training)

Voluntary Education Update

**Dawn Bilodeau,
Director, DoD Voluntary Education
March 2018**



Agenda

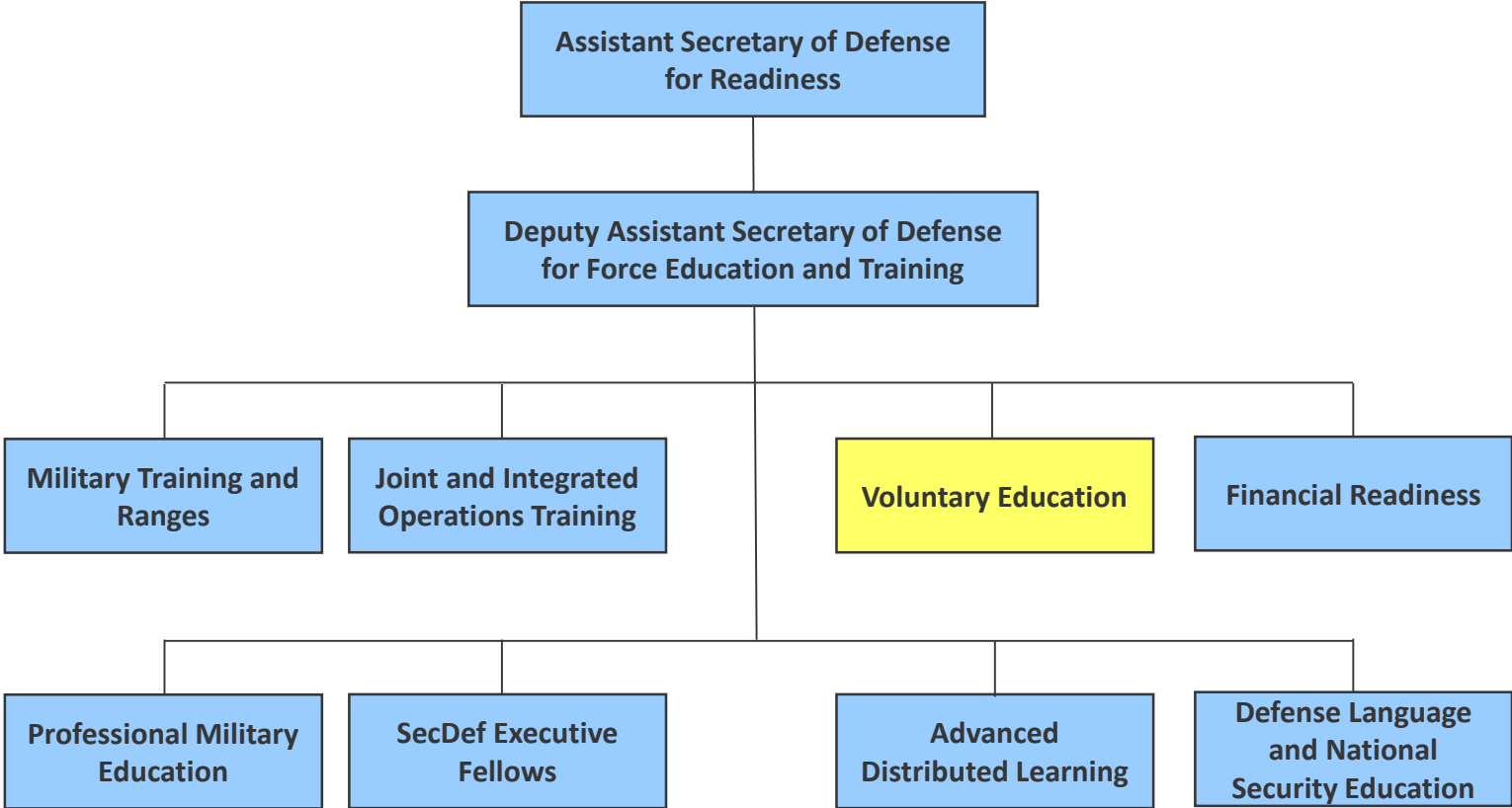
- **Voluntary Education (VoEd) Overview**
- **Fiscal Year 2017 (FY17) VoEd Review**
 - **Promote Quality Educational Opportunities**
 - **Ensure Readiness and Success**
 - **Enable a Viable VoEd Community**
 - **Cultivate a Culture of Organizational Effectiveness**
- **What's Next**
- **Discussion**





VoEd Overview

(Where We Are)



Voluntary Education = Service Member Education Investment Programs



VolEd Overview

(Who We Are)

- ▶ Enable off-duty education opportunities for members and adult family members.
- ▶ Programs & Services:
 - Professional Education Counseling
 - High School Completion/Diploma Programs
 - Academic Skills Program
 - Tuition Assistance (TA) for Postsecondary Degree/Certificate Programs (10 U.S.C. §2005, 2006a, & 2007)
 - **Certification & Licensure (C&L) Assistance (10 U.S.C. §2015)*
 - **Apprenticeships (Executive Order)*
 - College Credit Examination Program
 - Military Evaluation Program/Joint Service Transcript
 - **DoD SkillBridge (10 U.S.C. §1143e)*
 - Troops to Teachers (TTT) (10 U.S.C. §1154)



**New to VolEd portfolio.*



VoEd Overview

(What We Do)

- ➔ **2,700+** academic institutions participate in VoEd programs through a signed DoD VoEd Partnership Memorandum of Understanding (MOU).
- ➔ DoD supported over **800K** “voluntary” credentialing opportunities in Fiscal Year 2017 (FY17):
 - **256K** Service members enrolled in more than **726K** college courses; earning **49K** degrees or certificates using TA.
 - Service members completed **17K** certifications and licenses through C&L programs.
 - United Services Military Apprenticeship Program (USMAP) supported **93K** active participants with **12K** completions.
 - Over **2K** transitioning Service members participated in DoD SkillBridge programs in their last six months of service.
 - Over **4K** transitioning Service members and veterans received assistance through TTT with over **270** bonuses paid.



VoEd Overview

(Why We Do It)

Minor Revisions

➡ 2015-2020 VoEd 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 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



FY17 VolEd Review

(Focus Area One)

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Focus Area Two

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Focus Area Four

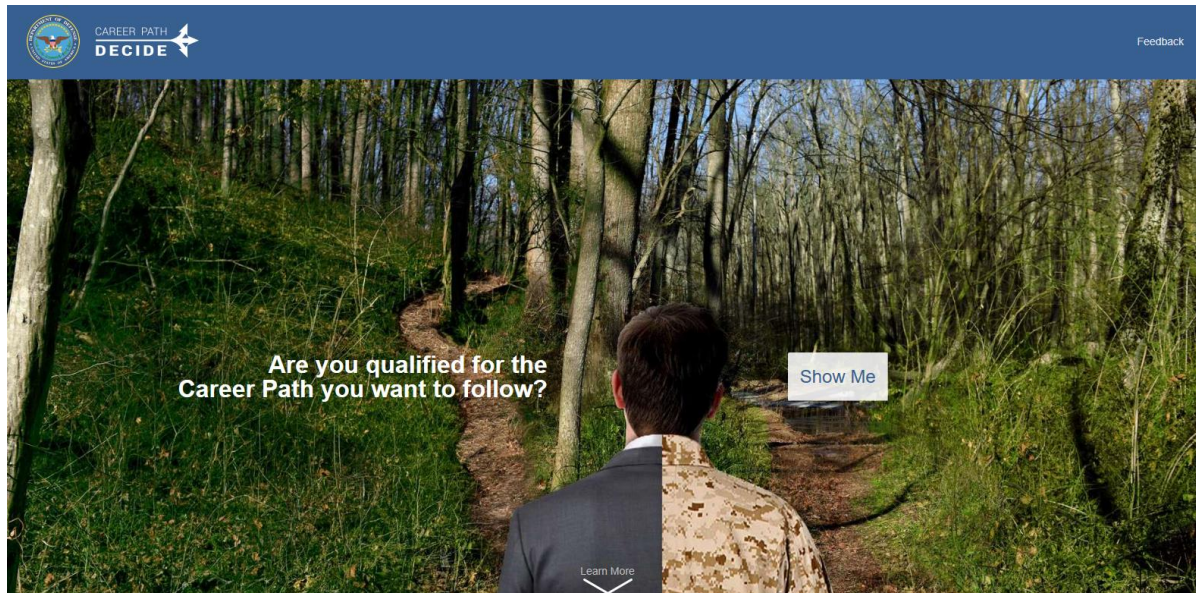
Cultivate a Culture of Organizational Effectiveness



FY17 VoEd Review

(Quality Opportunities)

- ➡ **Credentialing**
- ➡ **Institutional Compliance Program**
- ➡ **Servicemembers Opportunity Colleges Modernization**
- ➡ **Decision Support Tools**





FY17 VoEd Review

(Credentialing)

- ➡ DoD recognizes the important role that credentials can play in professionalizing the Force and in enhancing the Service member's ability to transition to the civilian workforce upon completion of military service.
- ➡ DoD defines “credential” as any tangible evidence of knowledge, skill, or ability possessed by an individual person. In usage,
 - Academic credential – degrees or certificates.
 - Industry-recognized credential – professional licenses, certifications, or apprenticeships.
 - Other – a “badge” denoting a particular skill or competency.
- ➡ Enhance DoD policies to support a comprehensive approach to the attainment of civilian credentials.
- ➡ In FY17, DoD supported over 800K “voluntary” credentialing opportunities.



FY17 VoEd Review

(Institutional Compliance Program – ICP)

- ➔ **FY17 was the inaugural year for DoD’s new 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.”**





FY17 VoEd Review

(FY17 ICP Process)

- ➡ **Completed review of 250 educational institutions (200 random selection and 50 risk factor evaluation).**
- ➡ **FY17 ICP reports issued to participating institutions with:**
 - **Finding(s) and recommendation(s).**
 - **Requirement for a Corrective Action Plan to address finding(s).**
- ➡ **An aggregate FY17 ICP report will be available shortly. In general,**
 - **All educational institutions had at least one finding.**
 - **Educational institutions had seven (7) findings on average.**
 - **Most findings related to “financial matters” and/or “recruiting, advertising, & marketing.”**
- ➡ **Next steps:**
 - **Applying lessons learned to improve the overall process.**
 - **Preparing to execute FY18 ICP cycle with announcement letters to 250 selected educational institutions.**

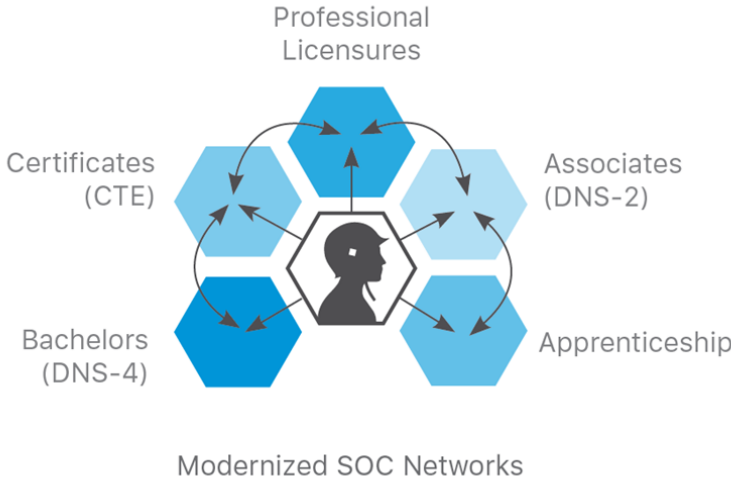
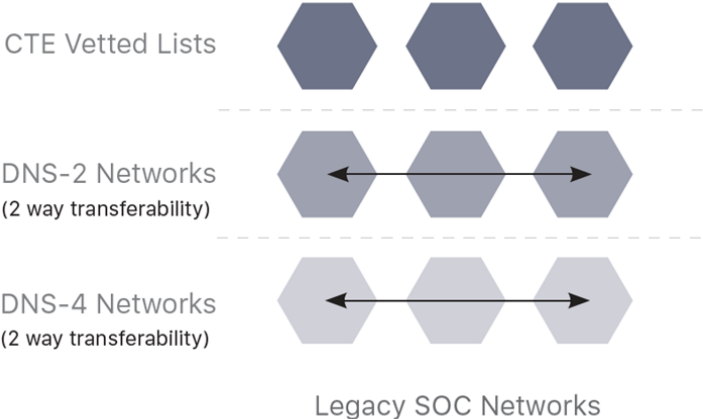


FY17 VoEd Review

(Servicemembers Opportunity Colleges – SOC)

➡ SOC Modernization Effort:

- Reenvisioned networks.
- Focus on high-growth career pathways.
- Promotes stackable credentials.
- Industry vetting and value.



www.gosoced.org



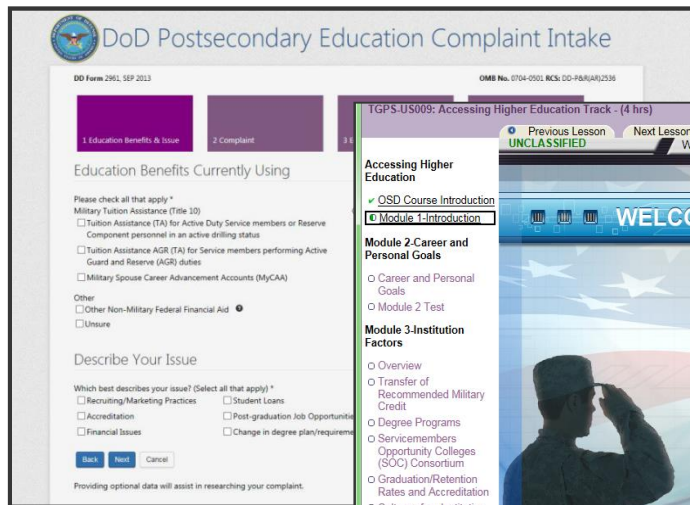
SERVICEMEMBERS
OPPORTUNITY
CREDENTIALS



FY17 VoEd Review

(Decision Support Tools)

- ➡ Tools designed to enable better informed decision making.
- ➡ We heard from Service members and VoEd counselors that there are just too many data sources spread across multiple websites.
- ➡ Wouldn't it be nice if they were organized into a single, easy to use decision support tool...





FY17 VoEd Review

(Career Path DECIDE Prototype)

➡ The Path to Career Path DECIDE...

- Result of several years of planning and research.
- Assist Service members and VoEd counselors to use and understand Government Data that is currently spread out.
- Design a decision support tool to enable informed decisions about how to improve marketability for civilian jobs.

The screenshot displays the 'CAREER PATH DECIDE' web application. At the top, there is a navigation bar with the application logo and the text 'CAREER PATH DECIDE'. Below this is a section titled 'CAREER PATHWAYS' with three tabs: 'MOST QUALIFIED', 'HIGH GROWTH', and 'SEARCH'. The 'MOST QUALIFIED' tab is selected. Three career pathway cards are displayed in a row:

Occupation	Growth Rate	Qualification Score	Action
Office and Administrative Support	1% growth rate	51% qualification score	VIEW OCCUPATIONS
Computer and Mathematical	14% growth rate	49% qualification score	VIEW OCCUPATIONS
Healthcare Support	23% growth rate	43% qualification score	VIEW OCCUPATIONS



FY17 VoEd Review

(Better Informed Credentialing Decisions)

Computer Systems Analysts

CURRENT QUALIFICATION FOR THIS OCCUPATION: 82%

NEXT STEPS

To improve your chances of getting this job, there are a few things you need to do:

TOP PRIORITY:

- **Get a Bachelor's Degree** [Explore your options here.](#) 🔍
(33% of people in this field have this education level)
- **Get a Certificate** [Explore your options here.](#) 🔍

LOW PRIORITY:

- **Acquire additional Hot Skills** [Review Hot Skills.](#) 🔥
- **Acquire extra Soft Skills** [Review Skill Match.](#) 🔍

SALARY

\$87,220.00/year
or (\$41.93/hr)

STATE: National

TIME TO GET READY

3 years of preparation

WHAT WOULD I DO

Analyze science, engineering, business and other data processing problems

BACHELOR DEGREES

COLLAPSE ^

FILTER BY:

SCHOOL NAME CITY, STATE or ZIP DISTANCE SEARCH ONLINE OPEN ADMISSION SOC

PROGRAM	SCHOOL	CITY, STATE	CREDIT	INDEX	ATTRIBUTES
Web Page, Digital/Multimedia and Information Resources Design	School A		\$273.52	85%	📖 🔒 ⚙️
Design and Visual Communications	School B		\$136.92	78%	📖
Graphic Design	School C		\$172.82	72%	📖 ⚙️
Computer Graphics	School D		\$193.90	68%	🔒
Web Page, Digital/Multimedia and Information Resources Design	School E		\$164.31	72%	📖 🔒 ⚙️
Commercial and Advertising Art	School F		\$208.93	87%	🔒 ⚙️
Industrial and Product Design	School G		\$81.91	63%	⚙️

**Soft Launch
Planned for
April 2018**



FY17 VolEd Review

(Focus Area Two)

Minor Revisions

➡ 2015-2020 VolEd Strategic Plan

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Focus Area Two

Ensure **Military Student** Readiness and Success

Focus Area Three

Enable a Viable VolEd Community

Focus Area Four

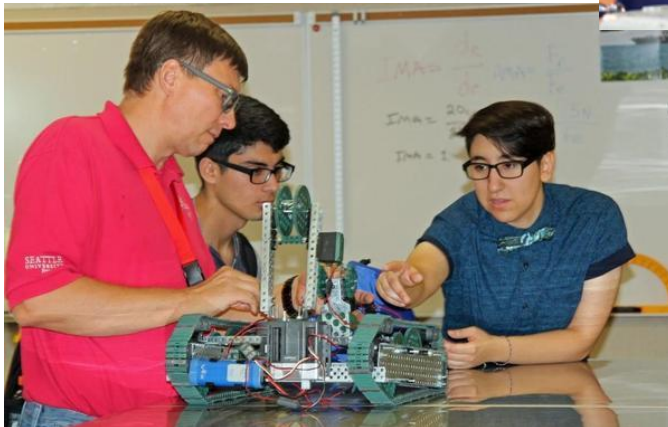
Cultivate a Culture of Organizational Effectiveness



FY17 VoEd Review

(Readiness & Success)

- ➡ Credentialing
- ➡ Certification & Licensure
- ➡ Apprenticeships
- ➡ DoD SkillBridge
- ➡ Troops To Teachers





FY17 VoEd Review

(Certification & Licensure)

- ➔ DoD's Certification & Licensure (C&L) program:

 - Assists Service members with mapping their education, training, experience, and competencies to industry/civilian-recognized credentials and occupational equivalents.
 - DoD's credentialing program is part of a Joint-Service initiative administered through the Military Services' Credentialing Opportunities On Line (COOL) programs.
- ➔ Over **1,700** unique C&Ls have been mapped to enlisted military occupations through comparison of military job duties against the competencies covered by the civilian credential.
- ➔ In FY17, DoD expended **\$12.6M** to support the attainment of nearly **17K** voluntary C&Ls for Service members.





FY17 VoEd Review

(Apprenticeships)

- A registered apprenticeship is a formalized, structured training program that:

 - Combines on-the-job training and related technical instruction in which the apprentice receives practical and technical training.
 - Typically requires in excess of 4K work hours to complete.
- DoD administers a formal apprenticeship program called the United Services Military Apprenticeship Program (USMAP):

 - Currently available to Sea Services (Marines, Navy and Coast Guard)
 - U.S. Department of Labor (DOL) provides the nationally recognized “Certificate of Completion” upon program completion.
- In FY17, USMAP supported **93K** active participants with **12K** completions.
- Registration available at <https://usmap.netc.navy.mil/usmapss/static/index.htm>.





FY17 VoEd Review

(DoD SkillBridge)



- ➡ **DoD SkillBridge is a Joint-Service initiative:**
 - **Overseen by OSD and administered through the Military Services.**
 - **For credentials that are not related to the military occupation but may be desired for employment post-service.**
- ➡ **Approved SkillBridge providers can sponsor a Service member to participate in civilian training, apprenticeship, and internship programs, starting up to six months before separation.**
- ➡ **While DoD does not pay for the training or experience itself, Service members continue to receive military pay and benefits.**
- ➡ **In FY17,**
 - **More than *100* SkillBridge programs were available at over *45* installations across the Military Services.**
 - **Over *2K* Service members participated with *90* percent receiving employment through the program.**

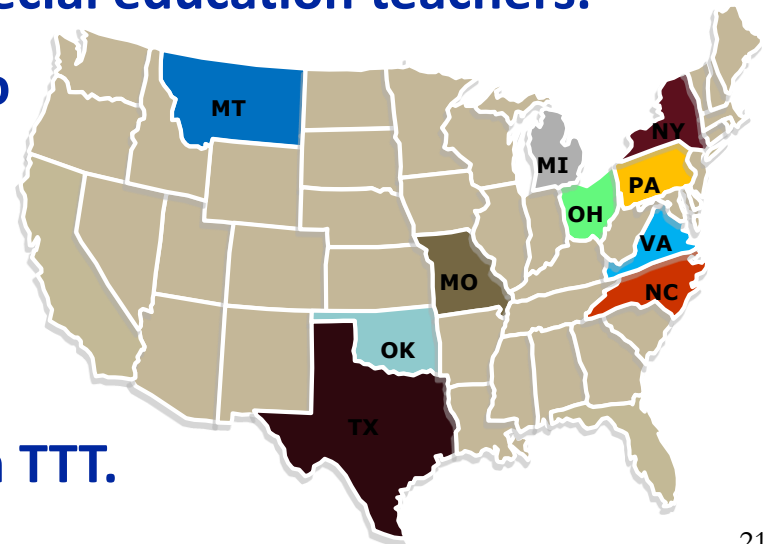


FY17 VoEd Review

(Troops To Teachers)



- Since 1994, Troops to Teachers (TTT) has placed over **20K** teachers in classrooms.
- Assists transitioning Service members and veterans into a second career in teaching within the public education system.
- TTT provides financial assistance in the form of a stipend and/or bonus to incentivize teaching in high-need schools and as science, mathematics, foreign language, or special education teachers.
- TTT state grants provide counseling to meet educational and certification requirements for teaching in a state and job placement assistance.
- In FY 17, over **4K** transitioning Service members received assistance through TTT.





FY17 VolEd Review

(Focus Area Three)

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FY17 VolEd Review

(Community of Stakeholders)

Department of Defense

Readiness

Voluntary Education
Financial Readiness
Professional Military
Education



M&RA

Spouse Education
Education Incentives
Reserve Integration
Transition

Interservice Voluntary Education Board

Chair: Director, DoD Voluntary Education



Interagency Partners



Provider Partners

American Council on Education

Servicemembers Opportunity Colleges

Educational Institutions

Industry Providers

Military & Veteran Service Organizations



FY17 VoEd Review

(European Command & Contingency Area Visits)

Germany



Naples

Sinai

Djibouti

Kuwait Qatar

U.A.E





FY17 VoEd Review

(Our People)





FY17 VoEd Review

(Oversight Visit)

Findings:

- Shortage of 1740 Education Services personnel across Germany and Contingency Area; one Government employee per site, no oversight when vacant.
- Overseas locations support multiple Military Services and/or additional requirements (SkillBridge, transition programs, etc.) without any support agreement or reimbursement of resources.
- Counseling and testing services are needed.
- Establishing, disestablishing, and monitoring VoEd operations is inconsistent and lacks quality controls.
- Reach-back capability and Virtual Education Center services not working well in deployed locations.
- Consider TA policy exceptions for deployed personnel (remove TA cap limit, pay fees, waive one-year wait, etc.).

Findings will inform policy direction and/or change.



FY17 VolEd Review

(Focus Area Four)

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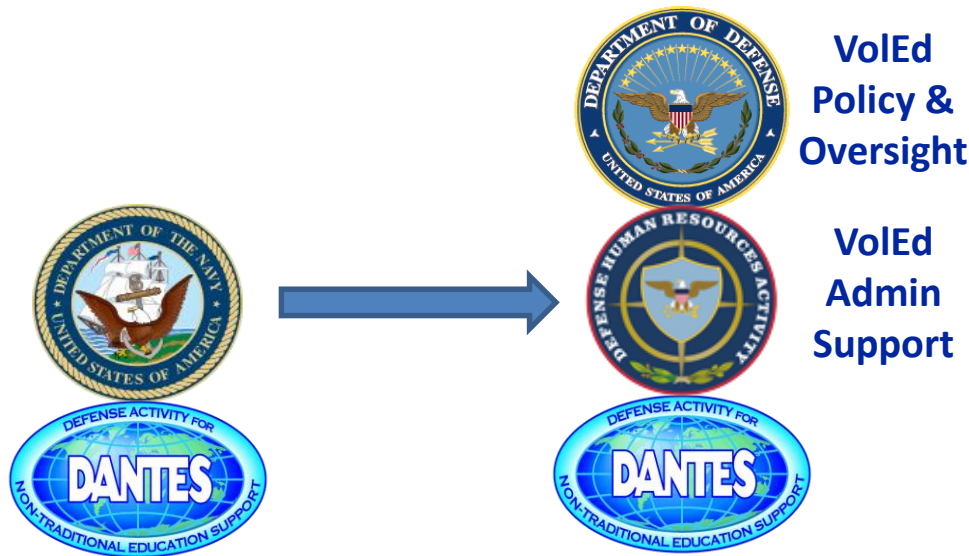
Focus Area Four

Cultivate a Culture of Organizational Effectiveness



FY17 VoEd Review

(DANTES Realignment)



FY18 DANTES
Realignment was
Seamless to
Customers –
“Business as usual.”

- In FY18, the Defense Activity for Non-Traditional Education Support (DANTES) transitioned from U.S. Navy to Defense Human Resources Activity.
- DANTES executes contract and program management functions for DoD VoEd.

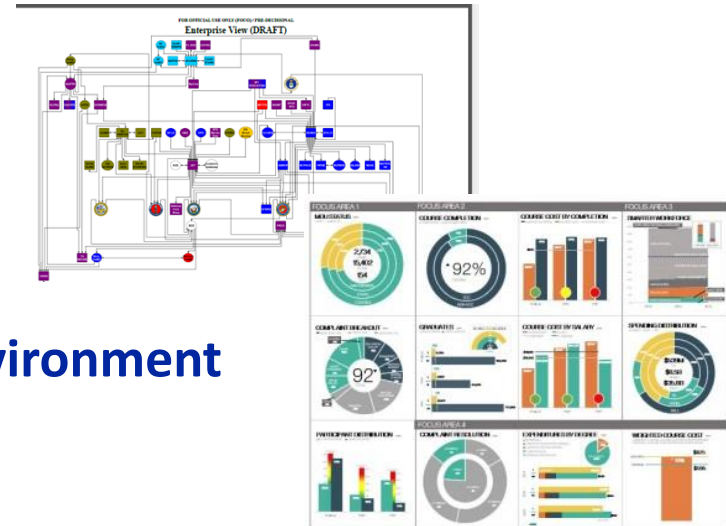


FY17 VoEd Review

(Research & Analytics Agenda)

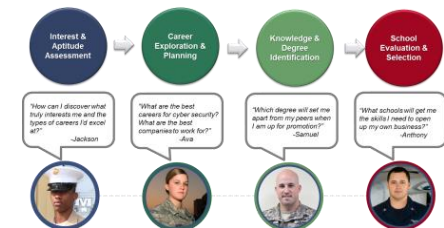
Completed:

- Tracking Outcomes
- Accessions Study
- Compliance Framework & Tools
- Military Student Pathways
- Enterprise Information & Data Environment



In Progress:

- Counseling Comparative Analysis
- College Credit Recommendations and Academic Skills Analyses
- Understanding Service-level Differences in TA Use
- VoEd Analytics and Dashboard
- Customer Relationship Management
- Career Path DECIDE Prototype
- SOC Network Prototypes





FY17 VoEd Review

(TA Summary Data)

Metric	Army	Navy	Marine Corps	Air Force	Reserve Component	Total DoD
# Service Members	78K	43K	17K	77K	20K	235K
# Courses	228K	130K	49K	230K	90K	727K
TA Costs	\$140M	\$90M	\$35M	\$165M	\$56M	\$486M
Avg Cost Per Course	\$614	\$693	\$708	\$718	\$626	\$668
Avg Courses Per Member	2.9	2.9	2.8	2.7	3.3	3.0
Military End Strength	472K	319K	184K	319K	538K	1.8M
% Endstrength TA Users	17%	13%	9%	24%	5%	13%

Note: Amounts may not be exact due to rounding.

➡ Notable FY17 Items:

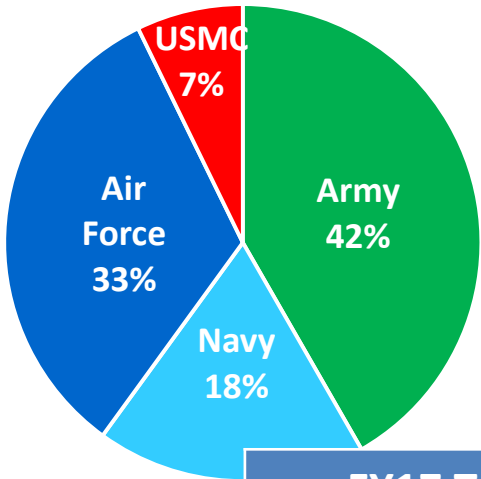
- TA costs and courses down 3%, participants down 6%.
- Average cost per course up 1% (\$9).



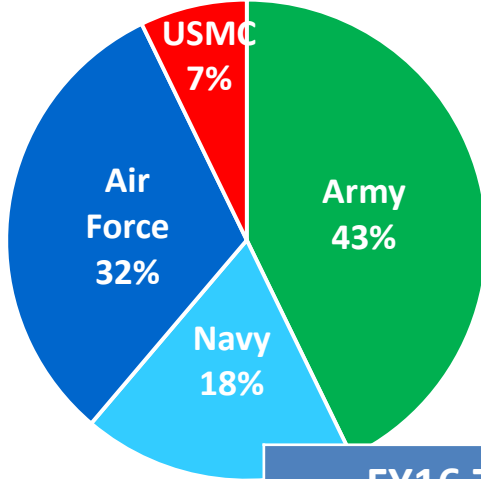
FY17 VolEd Review

(TA Distribution by Service Component)

TA Participants By Service Component:



FY17 TA Totals	
Participants	235K
Courses	727K
Costs	\$486M



FY16 TA Totals	
Participants	250K
Courses	761K
Costs	\$503M

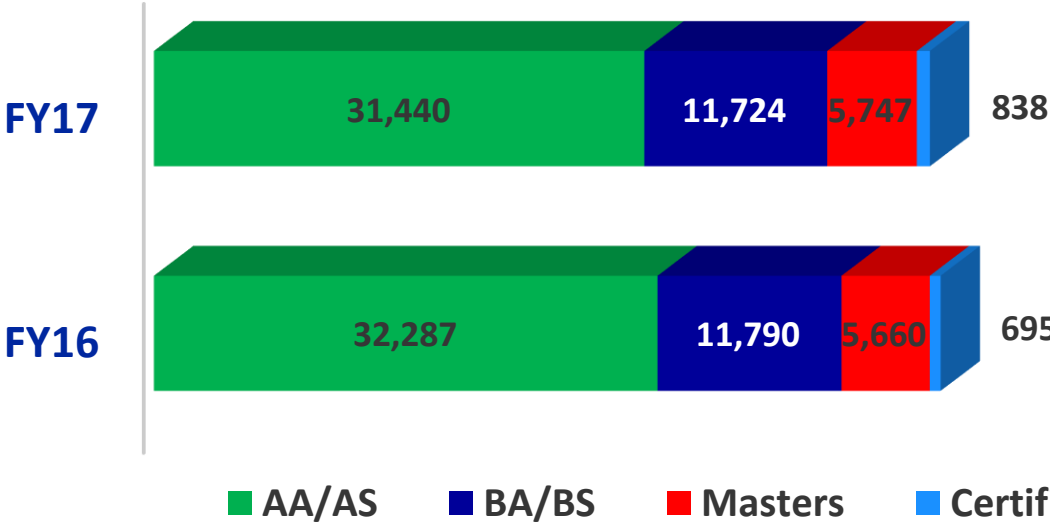
13% of Service members participate in the TA program
9% of TA participants are members of the Reserve Component



FY17 VoEd Review

(Student Outcome Metrics)

- ▶ **Course Completion Rate: 88%**
- ▶ **Degrees / Certificates Earned: 49,749**



85% of TA funded courses are taken online
94% of TA participants attend institutions with regional accreditation



FY17 VoEd Review

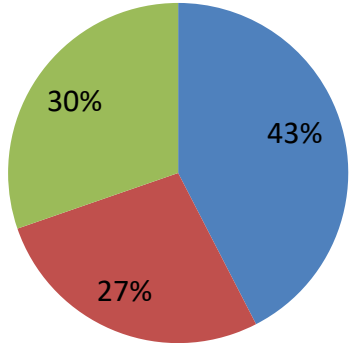
(Educational Institutions Receiving TA)

Sector	# Institutions	# Students	# Courses	TA Paid	Per Course
Private For Profit	186	98K	284K	\$206M	\$725
Private Non-Profit	563	63K	187K	\$133M	\$711
Public	1,215	94K	256K	\$147M	\$574
All Sectors	1,964	256K	727K	\$486M	\$669

Note: Amounts may not be exact due to rounding.

- **All Educational Institutions Paid TA:**
 - TA users went to 1,964 different schools
 - 64% have 10 or fewer TA students
 - 70% of TA funds paid to private institutions

TA Paid By Sector



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

- **Top 25 Educational Institutions Paid TA:**
 - 70% of students attended
 - 72% of TA paid
 - 80% were private (40% for-profit, 40% non-profit)



What's Next

(FY18 Priorities)

- **DoD Policy Review and Development:**

 - DoDD 1322.08E, DoDI 1322.25, & DoDI 1322.19 (consolidate)
 - DoDI Troops to Teachers (new)
- **Integrate/Institutionalize Programs and Services:**

 - Certification, Licensure, and Apprenticeships
 - DoD SkillBridge
 - Institutional Compliance Program
- **Continue Research and Analytics Agenda (i.e., Joint Services Transcript, program trends, and career pathways)**
- **Initiate Data Analytics, Enterprise Information, and Data Environment Reforms (i.e., case management, enterprise architecture, and career mapping)**



What's Next

(CCME 2018 – Learn More)

➡ General Sessions:

- VolEd Service Chief Updates (Air Force, Army, Marine Corps, Navy, and Coast Guard)

➡ Concurrent Sessions:

- Institutional Compliance Program (ICP): One Year In, How's It Been?
- Evidence-Based Organizational Effectiveness: Can You Hear Me Now?
- Servicemembers Opportunity Colleges (SOC) DNS and CTE Programs: A Transformation Strategy.
- The Services' Credentialing Programs: The Strengths of Certifications & Licensing in the Military
- ACE-Military Credit Recommendations Debunking Myths and Quality Concerns.
- JST 101: How to use the Joint Services Transcript (JST).
- Examinations on the Wave of the Future: The New Non-Traditional Education Support.



Resources

(Service Member Education)

➡ Department of Defense Websites:

- <http://www.militaryonesource.mil/web/mos/for-service-members>
- <http://www.dodmou.com>
- <http://www.dantes.doded.mil/index.html>

➡ Military Service Websites:

- <https://www.goarmyed.com/>
- <https://www.cool.army.mil/index.htm>
- <https://www.navycollege.navy.mil/>
- <https://www.cool.navy.mil/usn/index.htm>
- <http://www.marforres.marines.mil/General-Special-Staff/Marine-Corps-Community-Services/Marine-Family-Services/Voluntary-Education-Program/Tuition-Assistance/>
- <https://www.cool.navy.mil/usmc/index.htm>
- <https://usmap.netc.navy.mil/usmapss/static/index.htm>
- <https://www.airforce.com/education>
- <https://afvec.langley.af.mil/afvec/Public/COOL/Default.aspx>

UNITED STATES DEPARTMENT OF DEFENSE



...Better Service Members, Better Citizens.

DoD Policy & MOU Compliance Inquiries:

osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil