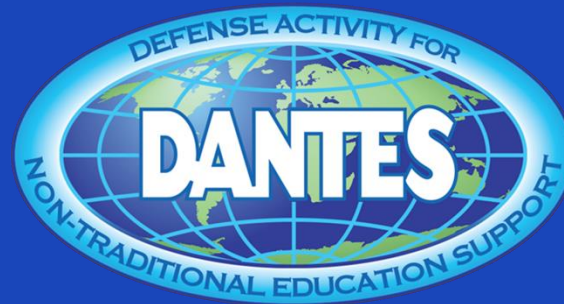


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**DoD VoEd  
PROGRAMS**

# Memorandum of Understanding (MOU) System Update

Mr. Ed Hattabaugh, DoD MOU Program Analyst



# Session Agenda



## Program Overview

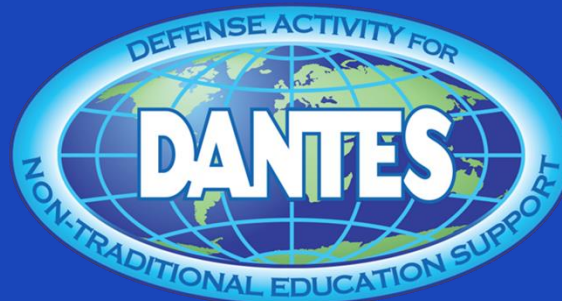
- Program Background: Principles of Excellence (PoE)
- What is the Memorandum of Understanding (MOU)?
- Program Snapshot
- Program Impacts

## MOU Modernization Effort

- Overview
- System Feedback
- Modernization Vision and Objectives
  - Design / Solution Examples
- Modernization Timeline
- Next Steps

## Open Discussion & Engagement

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# MOU Program Overview



# MOU Program Background



## **Principles of Excellence (PoE)**

- On April 27, 2012, the White House established the Principles of Excellence to ensure Service members, Veterans, spouses, and other family members have the information they need to make informed decisions concerning their well-earned Federal military and Veterans' educational benefits.

## **DoD MOU and Instruction**

- The Department of Defense Instruction (DoDI) 1322.25 establishes the Department of Defense Memorandum of Understanding (MOU) program.
- The DoD MOU and DoDI were put together to protect DoD Service member students, including:
  - Voluntary education policy
  - States eligibility criteria for tuition assistance (TA)
  - A signed Memorandum of Understanding (MOU) with DoD to provide educational programs and receive TA
  - Institutionalizes within DoD the Principles of Excellence in support of Executive Order 13607 (2012)

**For more background information, see the *Institution Guide***

# MOU Program Overview



## So ... what is a Memorandum of Understanding (MOU)?

- An administrative program: defined by DoDI 1322.25
- An agreement: between an Educational Institution and the Department of Defense
  - Covers all Service Tuition Assistance for Active-Duty Service members
- An Information System:
  - Public facing webpage: <https://dodmou.com/>
    - Provides access for Institutional MOUs
    - Provides information and news
  - Backend data system:
    - Facilitates MOU approval process
    - Captures Educational Institution data
    - Provides a communication link
      - Via internal notifications and emails



**MOU: Administration, an Agreement and an IT System**

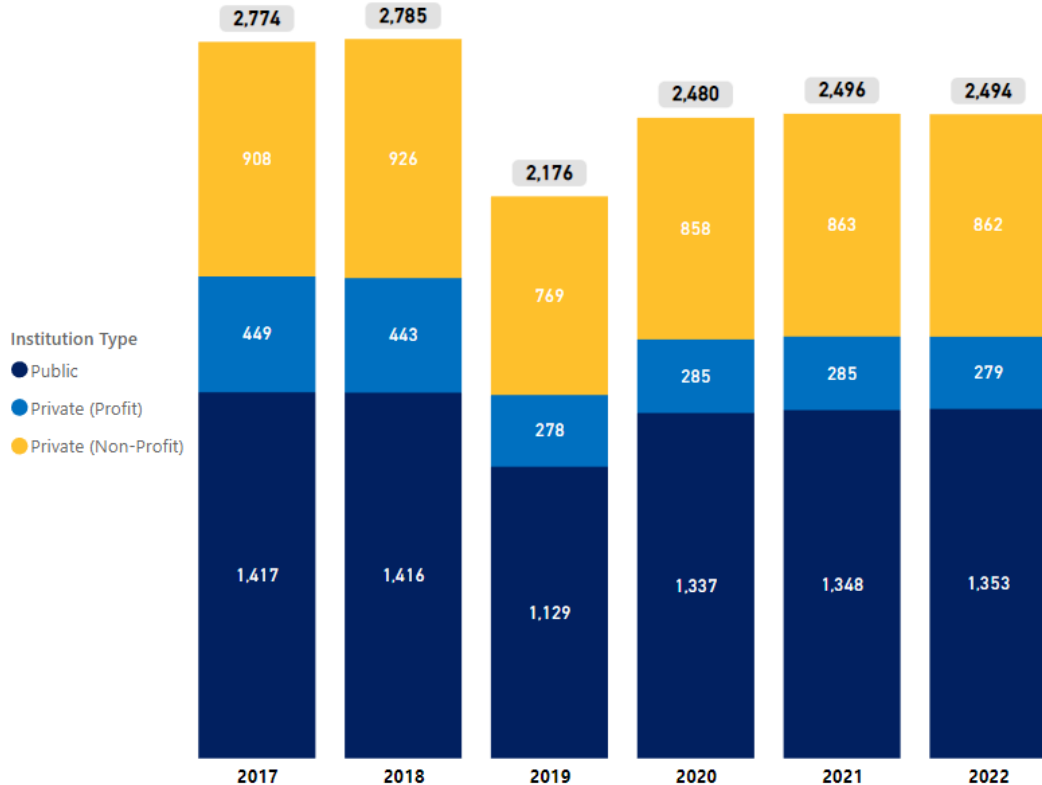


# MOU Program Snapshot

## MOU Program Snapshot FY17-23 (as of 10 May 2023)

### Historical Quick-Look

Approved MOUs by FY



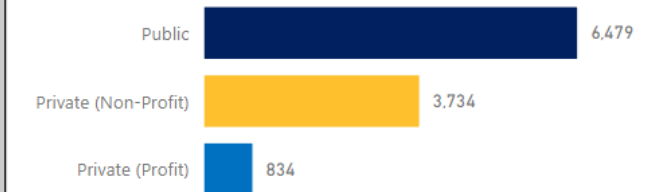
### Current Snapshot

Main Locations

2,500

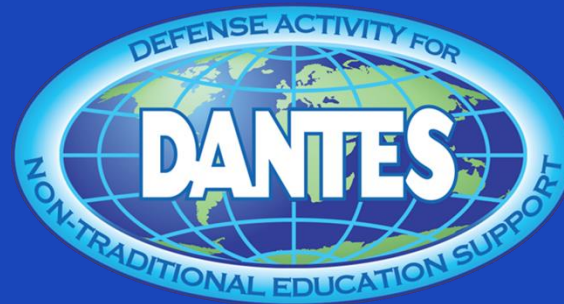
Additional Locations

8,547



Most Recent Status	Active	InActive	Total
Approved	2,482		2,482
Awaiting Signature From DoD		5	5
Expired		294	294
New Application - Returned To School		5	5
Prospective Schools		1	1
Re-signing Awaiting Signature DoD	12		12
Re-signing MOU Submitted	6		6
Suspension		1	1
Terminated		192	192
<b>Total</b>	<b>2,500</b>	<b>498</b>	<b>2,998</b>

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# MOU Modernization Effort





# MOU Modernization Overview



## Modernization Effort – WHY?

- Current MOU IT system is from 2014
- System last updated in 2019
- Based on an older technology development
  - Hard to update and maintain
  - Impacts overall Operational Stability
  - Some lingering data structure issues
  - Usability (user-experience) lacking
- System reviews conducted FY20 and FY21
- Preliminary design work and planning completed FY21

**It's time to modernize the system ... we want your input!**



# MOU Institution System Feedback



- Unsolicited:
  - “System navigation and overall layout is not intuitive.”
  - “The MOU site is routinely down or returns page errors.”
  - “This system is unnecessarily complicated.”
  - “The help features don’t always help, and information is buried in different sections.”
  - “For some things, I always end up having to contact the Support Team for help.”
  
- Solicited:
  - Via “Listening Sessions”
  - Top 25 Educational Institutions (based on FY20 TA enrollment data)
  - Added “targets of opportunity”

**Feedback is always Welcomed!**

## Listening Sessions

- Phase 1 (Planning): August 2022
- Phase 2 (Discovery): August 2022 – December 2022
  - Individual Institution listening sessions
- Phase 3 (Processing): December 2022 – current
  - Data consolidation
  - Feedback
- Phase 4 (Outcomes): January 2023 – July 2023
  - Developing elements and requirements for “MOU 2.0”
  - Implementing changes
  - Testing and Prototype feedback



**We are in a good position to develop the MOU 2.0 system**

# MOU System Feedback, cont.



## Listening Sessions “Buckets”

### Communication Issues

- Emails (confirmations and smart sends)
- Internal messages (unread)

### Design / Basic Functionality

- Allow system to accept 0.5 credit
- Clearer “signing” page
- Export Institution data
- Rethink the “pulldown” menus

### Help Features

- Compliance Tutorial is too long
- Need “quick charts” for all the rules
- Clearer definition of data tables and usage

### Policy Issues

- 30-day account sign-in
- 90-day rate waivers
- Modify Additional Locations

### System Issues / Integrations

- Consolidated / Combined DoD VolEd system
  - MOU, Services, etc.

### Workload Issues

- Too much time / clicks to update Rates
- Too much time for Program Rates
- Limited automation:
  - Upload Programs
  - Upload Rates
  - Upload Fees & Expenses

**Our findings confirm known pain points and system issues**

# MOU Modernization Vision & Objectives



## What we are planning:

### Overall System Vision:

- Intentional & collaborative design and development
- Increased functionality and transparency
- Intuitive and user-friendly interface

### Specific System Objectives:

- More Automation
- Better User Experience
- Enhanced System Integration(s)
- Transparent Workflows and Better Data Visibility
- Data Refinements
- Administrative “clean-up”

# MOU Modernization System Objectives



## What we are planning:

- More Automation
  - Reduce redundant human actions
    - More opportunities to upload data vice manually enter it
  - Add error-checking routines & features; for example:
    - Logic based: immediately check for wrong data types or values that are not possible
    - Mechanical: physical test accuracy of phone numbers, emails, websites, etc.
    - New Features: Copy & Paste (or replicate) = fewer manual data entry points
  - **How this helps the user:**
    - Reduced manual input:
      - Upload Rates, Fee, Expenses via file
      - Few rate forms / inputs via a Rates table
      - Consolidation of Program Rates like Location Groups
    - System checks for data errors:
      - For example: tuition rate = \$195,195 per credit hour ... clearly a typo

**Targets: Workload, System Design, Overall Functionality**

# MOU Modernization System Objectives, cont.

## What we are planning:

Example: Rate Table

versus multiple Rate Forms

Less clicks

Less back and forth

Copy / Paste feature

Certificate Rate	Associate Rate	Bachelor Rate	Master Rate	Delete
Complete <u>Exempt-Rates Not Applicable</u>	Complete <u>Exempt-Rates Not Applicable</u>	Complete <u>Exempt-Rates Not Applicable</u>	Complete <u>Exempt-Rates Not Applicable</u>	Delete
Complete <u>Exempt-Rates Not Applicable</u>	Complete <u>Exempt-Rates Not Applicable</u>	Complete <u>Exempt-Rates Not Applicable</u>	Complete <u>Exempt-Rates Not Applicable</u>	Delete

**Northwest Location**

Select the website address(es) associated to the standard tuition rates listed below. [Learn more](#)

00374900 - George Mason University

[Add Additional Location](#)

Does your institution have ONLY Program-Specific rates? [Learn more](#)

**Program Specific Rates**  Yes  No  No  No

**Tuition Type** Certification Associates Bachelor's Master's

**Credit Type**

Semester Hour

Quarter Hour

Contact Hour

**Typical Credit Hours**

Per Course

Per Program

**Tuition Type**

Military  \$ Amount  \$ Amount  \$ Amount  \$ Amount

In-State  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Out-of-State  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Distance Learning/Online  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Out-of-District  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Day Differential  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Full-Time  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Part-Time  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Test 1  \$ Amount  \$ Amount  \$ Amount  \$ Amount

Copy Rate Values  Select  Copy Rate  Copy Rate  Copy Rate  Copy Rate

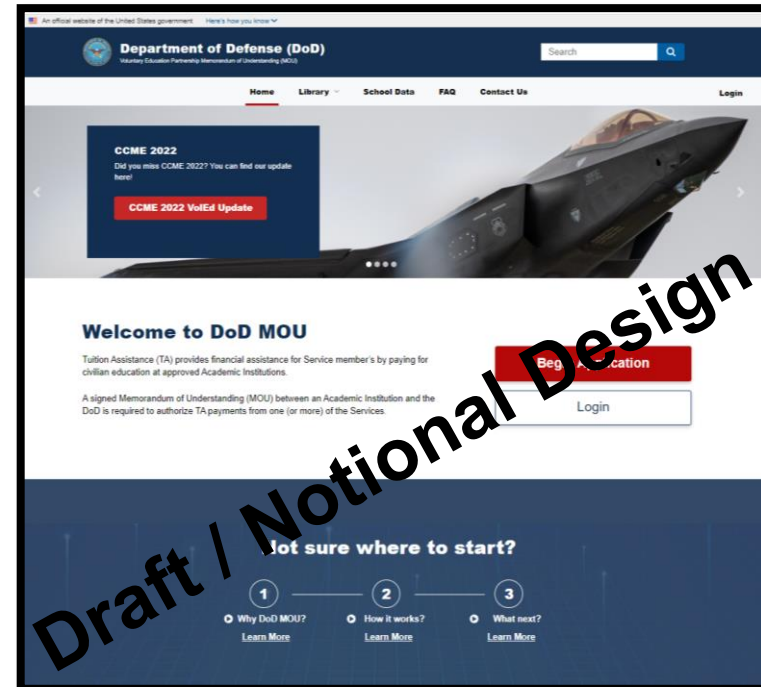
[Add Other Tuition Type/Rate](#)

# MOU Modernization System Objectives, cont.



## What we are planning:

- Better User Experience
  - Modern and standardized website
  - More intuitive dashboard and interface
  - Robust communications
    - Pushes: News / Announcements from VolEd
    - Notifications: system or data changes
    - User Prompting: based on time or other changes
  - **How this helps the user:**
    - More effective and efficient communications
      - Targeted emails (vice “all” system shotgun approach)
      - Additional system notifications based on user preferences
    - More functional dashboard with useful information
      - Data focused dashboard with interactive components



**Targets: Communications, Overall Functionality**





## What we are planning:

- Enhanced System Integration
  - Modernized Automated Program Interfaces (APIs) & data-exchanges with other systems
    - Better flow of authoritative TA data to the Service TA system
    - Reduces burden on Institutions to keep Rates and other data updated in multiple systems
  - Issue & Focus:
    - The DoD MOU system is the authoritative source for TA data (Rates & Fees)
    - However, the systems are not as integrated as they could or should be
    - Ideal data flow / situation:
      - Institutions update the MOU system
      - Service systems update routinely with data from the MOU system
      - End state: Institutions do not have to update Rates/Fees in multiple DoD systems

**Targets: System Integration**

# MOU Modernization System Objectives, cont.



## What we are planning:

- Transparent Workflows and Better Data Visibility
  - MOU Approval “tracker”
  - Relevant & useful data
  - Completion progress markers
  - **How this helps the user:**
    - Clear visibility into where an MOU is in the approval process



# MOU Modernization System Objectives, cont.



## What we are planning (Integrated Dashboard):

Example: Integrated dashboard and visualizations that combine external data (ED, VA, TA, other) with internal system and Institution data – to provide better insights and a more holistic perspective

**Tracker Breakdown** Last updated 04/23/2020

MOU Submission

Date completed: 04/23/2019

Technical Review

Date completed: 06/13/2019

School Signature

Date completed: 07/22/2019

OSD Staff Review

Date completed: 07/25/2019

MOU Approval

Date completed: 08/23/2019

Notification

Date completed: 08/25/2019

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**School Insights** Last updated 04/23/2020

Identifications | School Info | Contact Info

Trade Name	Mason	VA Facility Code	11922146
OPE ID	00374900	Sector	Public
DAPIP ID	147581	Cage Code	687WS
IPEDS Unit ID	232186		

---

**Department Insights** Last updated 04/23/2020

Dept of Education | Dept of Veterans Affairs

Title IV Eligibility (IPEPS)		Accreditation (DAPIPS)	
Title IV Status	Y	Accreditation Status	Accredited
Eligibility Approval Date	12/1/1965	Accreditor	SACSCC
Eligibility Disapproval Date	N/A	Accredited On	01/01/1972
Reinstate Date	N/A	Accreditation End-Date	N/A
Eligibility Loss Reason	None	Accreditation Issues	None

**TA Insights** ^

TA Participants

Sum of # TA Participants

Service	2016	2017	2018	2019	2020
USN	7	5	4	5	6
USMC	7	5	5	6	3
USAF	18	19	18	14	12
USA	47	45	52	51	49
<b>Grand Total</b>	<b>79</b>	<b>74</b>	<b>79</b>	<b>76</b>	<b>70</b>

FY TA Participants Chart ^

Service

- USA
- USAF
- USMC
- USN

Sum of # TA Participants

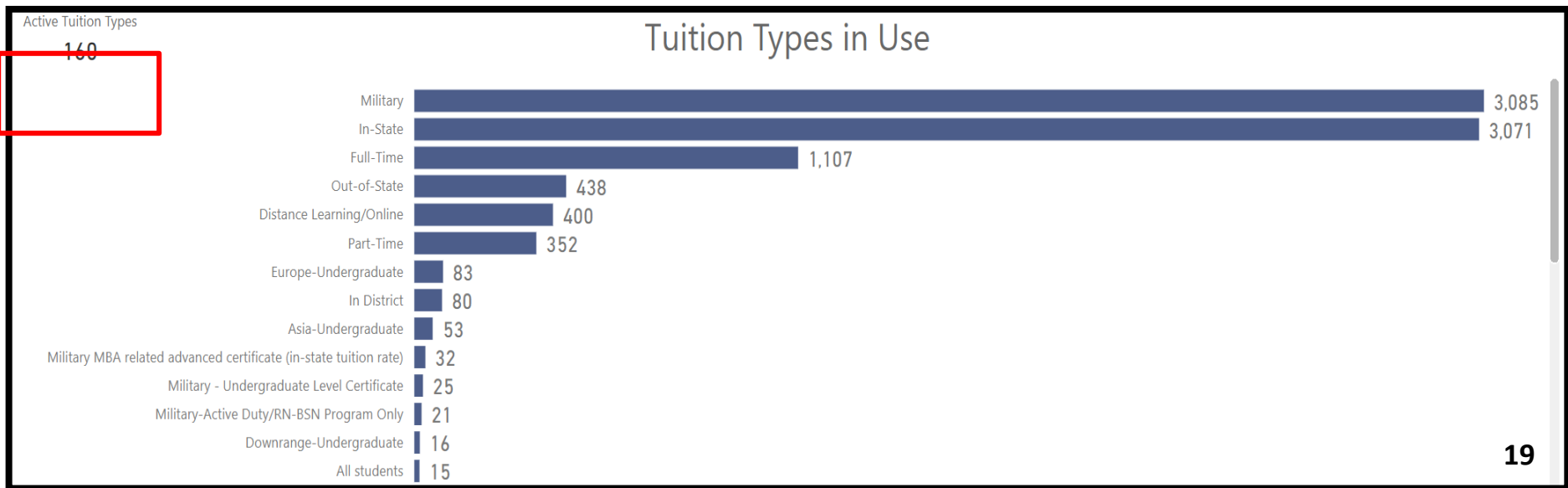
Draft / Notional Design

# MOU Modernization System Objectives, cont.



## What we are planning:

- Data Refinements: Structure
  - Data elements
    - **Addition** of relevant data for Service members
    - **Removal** of other data elements no longer needed or not used
  - Data analytics
    - Visualizations of the data: historical Rates, Fees, etc.
  - Examples:
    - Tuition Rates: 160 active types
    - Fees: over 9,000 active Fees in the system
    - CIP Codes: of those that exist, many are still 2010 (vice 2020)



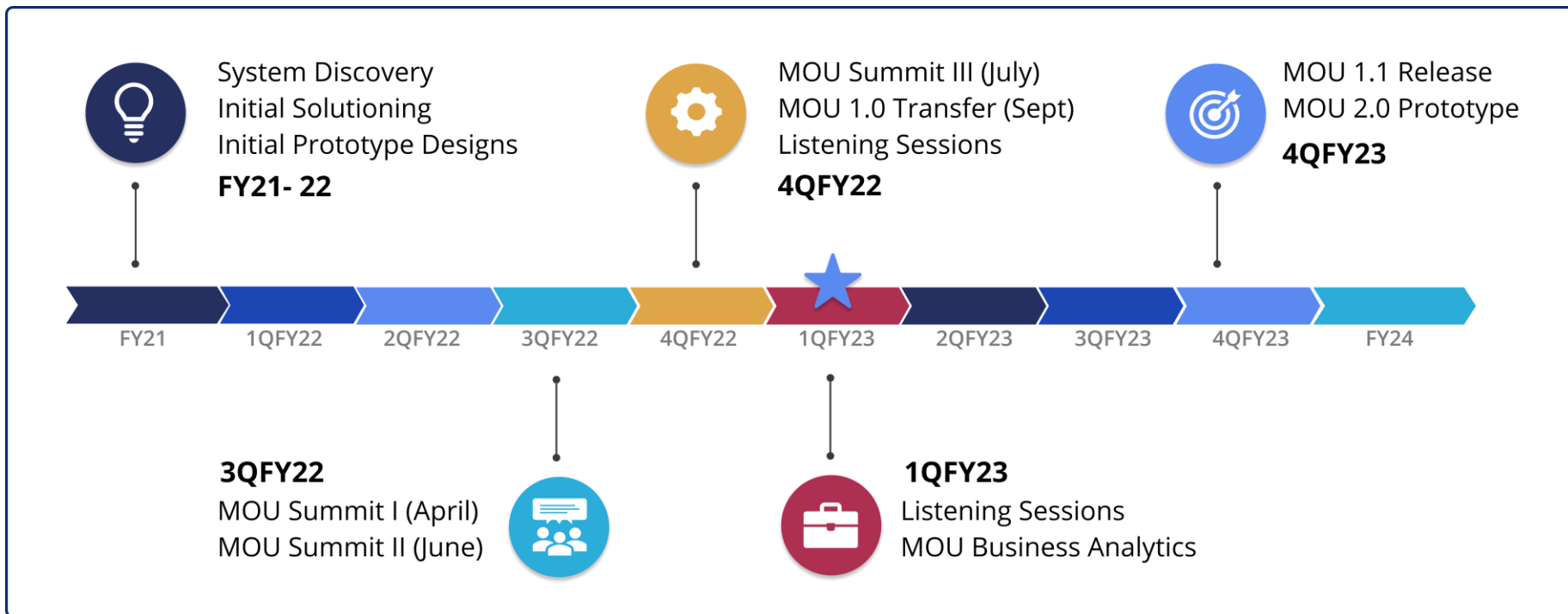


## What we are planning:

- Administrative “house-cleaning”
  - Standardized nomenclature and structures, for example:
    - “Educational Institution” vs “Institution” vs “School”
    - Rate and Rate Types
    - Fees and Fee Types
    - “UnEarned TA”
    - Program Modality:
      - In-Person
      - Distance Education
      - Hybrid
  - Knowledge Management
    - FAQs, User Guide, Compliance Tutorial, Help Features, News, Resources, Learn More, etc.

**Targets: Communications, Help Features, System Useability**

# MOU Modernization Timeline



**The current system will be in place for the near-term**

# MOU Modernization Way Ahead



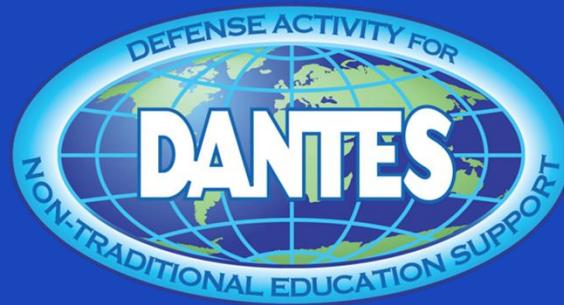
## Next Steps:

- **FY23: MOU 1.0 Sustainment and MOU 2.0 Development**
  - Compliance Health Checks
  - MOU 1.0 Stabilization
  - MOU 1.1 System enhancements in preparation for potential policy changes
  - MOU 2.0 Prototype (end of FY)
  
- **FY24: MOU 2.0 Implementation/Testing**
  
- **FY25: MOU 2.0 Migration**

**Building a Culture of Collaboration  
for the benefit of the Service Member**



2023



## DoD VoEd PROGRAMS

Questions?



*Unclassified*



# Glossary of Terms

## **Organizations:**

DANTES	Defense Activity for Non-Traditional Education Support
DoD	Department of Defense
ED	Department of Education
EI	Educational Institution
OSD	Office of the Secretary of Defense
VA	Department of Veterans Affairs

## **Systems:**

DAPIPs	Database of Accredited Postsecondary Institutions and Programs
IPEDS	Integrated Postsecondary Education Data System
MOU	Memorandum of Understanding
PECS	Post-Secondary Education Complaint System
PEPS	Postsecondary Education Participants System

## **Miscellaneous:**

API	Automated Program Interface
CIP	Classification of Instructional Programs
DoDI	Department of Defense Instruction
PoE	Principles of Excellence
TA	Tuition Assistance