


AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-XXXX, is estimated to average 12 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

External Portal Login Page:

Welcome to the
VolEd Compliance Portal



Email-OPEId

Password

Log In

Forgot Password?

Please enter your username for the VolEd Compliance Portal. Your username is your email address followed by a dash and the OPE ID for the institution.

For example: janedoe@university.edu-12345678

Authenticated User Home Page:

[Type here]

[Home](#)
[Compliance](#)
[Resources](#)
[Previous ICP Cycles](#)

OPE ID
121212

Voluntary Education Test University

Institution Details

Address:
123 Testing Lane
Testing, CA 99999

Telephone Number:

Website Address:
<https://test.edu>

Institution Type:

Source of Accreditation:
Accrediting Bureau of Health Education Schools

Accreditation Type:
National

Points of Contact

If the POC information below is incorrect, please update it on your institution's DoD MOU account. For DoD MOU technical assistance or support logging in, email voledconcerns@navy.mil


DOD MOU® Name: Stephanie Daub Testing Title: Tuition Specialist Phone: Email: sdaub@wisc.edu	Tuition Assistance® Name: Sam Crossman Testing 2 Title: Tuition Specialist 2 Phone: Email: scrossman@guidedhousefederal.com
Sigining Authority® Name: Steve Li Testing Title: Chancellor Phone: Email: stli@guidedhousefederal.com	Compliance® Name: Steve Li Testing Title: Chancellor Phone: Email: stli@guidedhousefederal.com

Need Help?

If you have questions about the Compliance Portal or the Institutional Compliance Program, reach out to the team via email (osd.pentagon.osud-p-r.mbx.vol-edu-compliance@mail.mil) or Compliance Hotline.



[Compliance Hotline: \(703\) 614-7584, Option 1](#)

Authenticated User Compliance Page:



VOLUNTARY EDUCATION
 PROGRAM READINESS

[Home](#)
[Compliance](#)
[Resources](#)
[Previous ICP Cycles](#)



 Test User

Voluntary Education Test University

OPE ID

12121212

ICP Cycle

2024

Institutional Compliance Program Progress Timeline
The following timeline displays current progress. For more information see Understanding Your Compliance Dashboard below within important links.

ICP Kick-Off

Self Assessment

Feedback Report

Corrective Action Plan

Remediation Evidence

ICP Complete

Key Deadlines

- Self Assessment Webinar
- Self Assessment Form due
- Feedback Report Webinar
- Ⓞ - Corrective Action Plan due
- Ⓞ - Remediation Evidence due


ICP Forms & Uploaded Documents


Self Assessment

Uploaded Documents

Need Help?

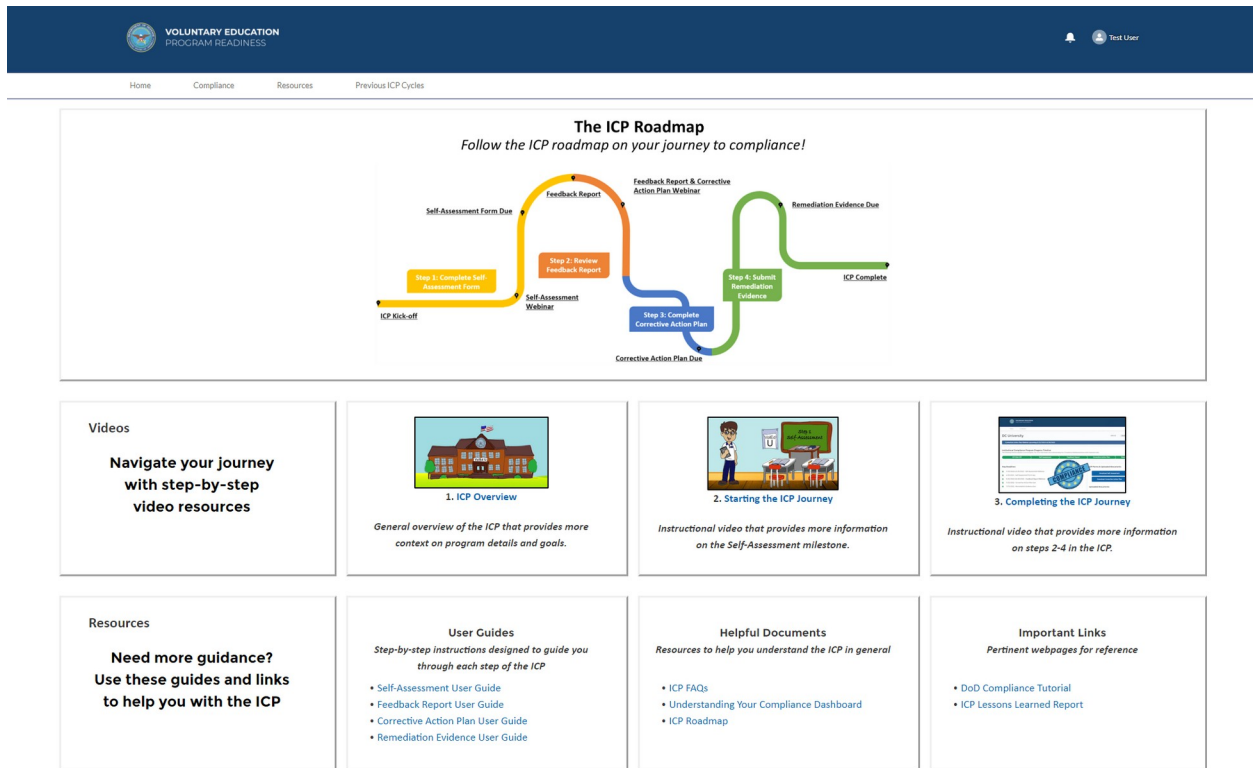
If you have questions about the Compliance Portal or the Institutional Compliance Program, reach out to the team via email (osd.pentagon.osd-p-r.mbx.vol-edu-compliance@mail.mil) or Compliance Hotline.


[Send Email](#)


[Compliance Hotline: \(703\) 614-7584, Option 1](#)

Authenticated User Resources Page:

[Type here]



Authenticated User Previous ICP Cycles Page:

VOLUNTARY EDUCATION
PROGRAM READINESS

Home Compliance Resources Previous ICP Cycles

OPE ID 12121212

Voluntary Education Test University

Our records indicate that your institution participated in a previous ICP cycle. The documents below are for reference only. Sorted by year, the Self-Assessment (SA), Feedback Report, Corrective Action Plan (CAP), and Remediation Evidence (RE) previously submitted are accessible for your records. These documents are not intended to be used in the new ICP cycle you are participating in.

We hope you find these materials helpful! If you have any questions, please contact the Compliance Team at (703) 614-7584, Option 1 or email at osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil.

▼ 2023

- 12121212-Remediation Evidence-2024.pdf
- 12121212-CAP-2024.pdf
- 12121212-Self Assessment-2024.pdf
- 12121212-Feedback Report-2024.pdf

▼ 2022


- Remediation Evidence-Voluntary Education Test University-12121212.pdf
- Self Assessment-Voluntary Education Test University-12121212.pdf
- Feedback Report-Voluntary Education Test University-12121212.pdf
- CAP-Voluntary Education Test University-12121212.pdf

▼ 2019


- 56567878-Feedback Report-2024

Self-Assessment Example:

[Type here]



VOLUNTARY EDUCATION
PROGRAM READINESS

 Test User

HomeComplianceResourcesPrevious ICP Cycles

The Self-Assessment items below relate to the requirements set forth in the DoD Voluntary Education Partnership Memorandum of Understanding. Please complete this questionnaire to the best of your ability, providing a response to each assessment item. Where evidence is requested, this can be in the form of employee manuals or handbooks, employee training, institutional data, defined processes and procedures, or internal policies. If your institution does not currently have artifacts, please indicate this in your response, and there will be opportunities in subsequent phases of the assessment process to collaborate with the DoD compliance team to develop them.

PreviousSaveSave & Next

For your convenience, any entries made are immediately saved as you make changes.

Click here for more detailed instructions on completing and submitting your institution's Self-Assessment.

Please click Save every time a new response is added or updated, otherwise there will be no record of the entry.

12345678910111213Review

Question 1

Provide the institutional policy that ensures that the institution refrains from providing commission, bonus, or other incentive payment based directly or indirectly on securing enrollments or federal financial aid (including Tuition Assistance funds) to any persons or entities engaged in any student recruiting, admission activities, or making decisions regarding the award of student financial assistance.

Evidence may include references to employee manuals or handbooks, employee training, defined processes and procedures, or policies. If exhibit is attached, please include the exhibit number, document title, and specific page numbers to reference in the response area below.

ASSESSMENT RESPONSE ATTACHMENT

Upload File

Upload FilesOr drop files

Rating Self-Assessment:

Voluntary Education

HomeAccountsContactsCasesReportsDashboardsAccount Communication ExportICPKickoff ICP ProcessMaster DataWeb Verification Master ScoringICP Web Verification Responses

Search

Voluntary Education Test University

EditPrintable ViewWeb VerificationBack End ScoringRate Response

Assessment StatusReady for ReviewFeedback Report AcknowledgedCorrective Action Plan StatusNot StartedRemediation Evidence StatusNon-ResponseICP Complete

DetailsRelated

ICP NameTest PIAICP Status

ICP Kick off Date12/11/2024Assessment Updated Date12/11/2024Institution Terminated

Critical Information - Internal

Critical information needed?Non-ResponseNotes

Self Assessment Information

ICP Kick offSelf Assessment Due DateSelf Assessment Webinar Start DateSelf Assessment Webinar End DateSelf Assessment Webinar CompletedAssessment Status

FilesHistoryNotesActivity

Upload FilesOr drop files

Filters: All time • All activities • All types

No activities to show.

This Month

Rate Response

SurveyRatings

12345678910111213Review

Provide evidence that the institution discloses its student loan Cohort Default Rate (CDR), the percentage of its students who borrow, and how its CDR compares to the national average.

This evidence may include samples of educational plans that include required components, references to institutional data, defined processes and procedures, or policies. If exhibit is attached, please include the exhibit number, document title, and specific page numbers to reference in the response area below.

Response:1

Cancel

Web-Verification Questions:

[Type here]

ICP Web Verification

PreviousNext

Section 2: Financial Matters

Instructions: If the answer is "Yes" to item 5, provide the URL of the page where the content can be found. If the answer to item 5 is "No," skip items 6-6e. If the answer is "Yes" to item 7, provide the URL in the "URL/Comments" column. If the answer to item 7 is "No," skip item 8. If the answer is "Yes" to item 9, provide the URL of the page where the content can be found. If the answer to item 9 is "No," skip items 10-12.

Item	Question	Yes/No	URL	Comments	Attachment
5	Does the institution have a page or a section for financial aid?	Yes			View
6a	Explain the financial aid application process?	No			View
6b	Have a timeline for applying for financial aid?	Yes			View
6c	Contain a link to the Department of Education's Federal Student Aid website?	Yes			View
6d	Have a link directing the student to the Free Application for Federal Student Aid (FAFSA)?	Yes			View
6e	Describe the different types of financial aid, directing the student to federal loans before private loans?	No			View
6f	Provide contact information for a qualified financial aid advisor(s)/office/department?	No			View
7	Does the institution have a Net Price Calculator?	Yes			View

Feedback Acknowledged By

Feedback Report Due Date

Cancel

Feedback Report Example:

Department of Defense 2024 Institutional Compliance Program Feedback Report

Recruiting, Marketing, Advertising

Per DoDI 1322.25, Voluntary Education Programs, paragraph 1.e.(1)(b), "all educational institutions providing education programs through the DoD Tuition Assistance (TA) Program will not use unfair, deceptive, and abusive recruiting practices."

Finding: None

Recommendation: None

Per DoD MOU, paragraph 3.j.(2), institutions are required to "Refrain from providing any commission, bonus, or other incentive payment based directly or indirectly on securing enrollments or federal financial aid (including Tuition Assistance funds) to any persons or entities engaged in any student recruiting, admission activities, or making decisions regarding the award of student financial assistance."

Finding: None

Recommendation: None

Per DoD MOU, paragraph 3.j.(3), institutions are required to "Refrain from high-pressure recruitment tactics such as making multiple unsolicited contacts (3 or more), including contacts by phone, email, or in-person, and engaging in same-day recruitment and registration for the purpose of securing Service member enrollments."

Finding: None

Recommendation: None

Per DoD MOU, paragraph 4.e.(2)(3), "DoD personnel are entitled to consideration for all forms of financial aid that educational institutions make available to students at their home campus. Educational institution financial aid officers will provide information and application processes for Title IV student aid programs, scholarships, fellowships, grants, loans, etc., to DoD Tuition Assistance (TA) recipients... [and that] Service members identified as eligible DoD TA recipients... will have their TA benefits applied to their educational institution's account prior to the application of their Pell Grant funds to their account."

Finding: None

Recommendation: None

Per DoD MOU, paragraph 4.d.(1), "If an eligible Service member decides to use Tuition Assistance (TA), educational institutions will enroll him or her only after the TA is approved by the individual's Service."

Finding: None

Recommendation: None

Page 2 of 7

Department of Defense 2024 Institutional Compliance Program Feedback Report

Corrective Action Plan Example:

[Type here]

VOLUNTARY EDUCATION

PROGRAM READINESS

Test User

Home

Compliance

Resources

Previous ICP Cycles

Corrective Action Plan

The CAP form is designed for your institution to share the 1-5 corrective actions it plans to take to address and remediate each finding identified in the Feedback Report. Each action should include an expected timeline. An institution may choose to follow the associated recommendation included in the report or may develop an alternative approach to addressing each finding. Corrective actions should be detailed and provide sufficient description of the methods and means the institution will use to address the finding. Institutions should plan to have their actions complete by the Remediation Evidence deadline indicated on the Compliance homepage. If the institution thinks that their remediation efforts will not completely address the findings by the deadline, they should plan on providing progress updates to the DoD VolEd Office every 90 days, until cycle completion.

Your institution will have the opportunity to provide evidence of corrective actions during the next phase of the ICP, upon approval of your institution's CAP by the VolEd office. Remediation Evidence will be uploaded into the Portal.

Click [here](#) for more detailed instructions on completing and submitting your institution's Corrective Action Plan.

Please click **Save** every time a new response is added or updated, otherwise there will be no record of the entry.

1

2

3

4

5

6

7

8

9

10

Review

Financial Matters

Per DoD MOU, paragraph 3.3.1(1) and (4), "Before offering, recommending, arranging, signing-up, dispersing, or enrolling Service members for private student loans, provide Service members access to an institutional financial aid advisor who will make available appropriate loan counseling, including... Providing a clear and complete explanation of available financial aid, including Title IV of the Higher Education Act of 1965, as amended... [and] explaining that students have the ability to refuse aid or borrow less than the maximum student loan amount allowed."

Finding:
The institution's website does not clearly describe the different types of financial aid available for students, directing the student to federal loans before private loans.

Recommendation:
The public facing website should alert students of their potential eligibility for Federal financial aid before packaging or arranging private student loans or alternative financing programs.

Corrective Action:

Type here...

Target Completion Date:

Validating Correction Actions:

Voluntary Education

Home

Accounts

Contacts

Cases

Reports

Dashboards

Account Communication Export

ICP

Kickoff ICP Process

Master Data

Web Verification Master Scoring

ICP Web Verification Responses

ICP

Voluntary Education Test University

Assessment Status Completed

Feedback Report Acknowledged

Corrective Action Submitted

Details

Related

ICP Name
Test PIA

ICP Status

ICP Kick off Date

Assessment Updated Date
12/11/2024

Institution Terminated

Critical Information - Internal

Critical information needed

Non-Responsive

Notes

Self Assessment Information

ICP Kick off

Self Assessment Webinar Start Date

Validate Corrective Actions

Save and Submit

Save

Q.No	Finding	Corrective Action	Accept/Denied Action	Denied Note
1	The institution's website does not clearly provide information explaining the process to obtain financial aid.	1	<div>Accept</div> <div>Deny</div>	
2	The institution's website does not clearly describe the different types of financial aid available for students, directing the student to federal loans before private loans.	1	<div>Accept</div> <div>Deny</div>	
3	The institution's website does not clearly provide contact information for a qualified financial aid advisor(s)/office/department.	1	<div>Accept</div> <div>Deny</div>	
4	The institution's website requires the user to disclose personal information in the Net Price Calculator before the user can access appropriate price information.	1	<div>Accept</div> <div>Deny</div>	
5	The institution's website does not provide a page or section of their website that discloses the cost of attendance.	1	<div>Accept</div> <div>Deny</div>	
6	The institution's website does not clearly disclose the tuition information.	1	<div>Accept</div> <div>Deny</div>	
7	The institution's website does not clearly disclose estimated fees.	1	<div>Accept</div> <div>Deny</div>	
8	The institution's website does not clearly disclose estimated price of books and other course materials.	1	<div>Accept</div> <div>Deny</div>	
9	The institution's website does not clearly disclose the estimated rate for room and board.	1	<div>Accept</div> <div>Deny</div>	
	The institution's website does not clearly disclose total estimated yearly program cost information.			

Cancel

Remediation Evidence Example:

[Type here]

Voluntary Education

Program Readiness

Home

Compliance

Resources

Previous ICP Cycles

Test User

Remediation Evidence

Previous

Save & Next

Save

Institutions should provide evidence of remediation for each corrective action using this form by the Remediation Evidence deadline indicated on the Compliance homepage. Evidence of the corrective action might include updated websites, policies, tuition rates, etc. You may upload Evidence as each corrective action is taken and submit the entire Remediation Evidence form upon implementation of all action.

If the institution feels that their remediation efforts will not completely address the findings by the deadline, they should plan on providing progress updates to the DoD VoLED Office.

Click [here](#) for more detailed instructions on uploading and submitting your institution's Remediation Evidence.

Please click **Save** every time a new response is added or updated, otherwise there will be no record of the entry.

1

2

3

4

5

6

7

8

9

10

Review

Financial Matters

Question ⓘ

Describes the different types of financial aid, directing the student to federal loans before private loans?

Finding:

The institution's website does not clearly describe the different types of financial aid available for students, directing the student to federal loans before private loans.

Recommendation:

The public facing website should alert students of their potential eligibility for Federal financial aid before packaging or arranging private student loans or alternative financing programs.

Corrective Action:

1

Remediation Evidence:

type here...

UPLOAD REMEDIATION EVIDENCE

Upload File

Upload Files

Or drop files

Validating Remediation Evidence:

Voluntary Education
Home Accounts Contacts Cases Reports Dashboards Account Communication Export ICP Kickoff ICP Process Master Data Web Verification Master Scoring Web ICP Verification Responses

ICP Voluntary Education Test University

Assessment Status Completed Feedback Report Acknowledged Corrective Action Accepted

Details Related

ICP Name
Test PIA
ICP Status ⓘ
ICP Kick Off Date ⓘ

Assessment Updated Date ⓘ
12/11/2024
Institution Terminated ⓘ
☐

Critical Information - Internal

Critical information needed? ⓘ
☐
Non-Responsive ⓘ
☐
Notes ⓘ

Self Assessment Information

ICP Kick off ⓘ
☒
Self Assessment Webinar Start Date ⓘ
Self Assessment Webinar End Date ⓘ
Self Assessment Webinar Completed ⓘ

Validate Remediation Evidence

Q.No	Finding	Remediation Evidence	Attachments	Accept/Denied Action	Denied Note
1	The institution's website does not clearly provide information explaining the process to obtain financial aid.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
2	The institution's website does not clearly describe the different types of financial aid available for students, directing the student to federal loans before private loans.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
3	The institution's website does not clearly provide contact information for a qualified financial aid advisor(s)/office/departement.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
4	The institution's website requires the user to disclose personal information in the Fee Price Calculator before the user can access appropriate price information.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
5	The institution's website does not provide a page or section of their website that discloses the cost of attendance.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
6	The institution's website does not clearly disclose the tuition information.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
7	The institution's website does not clearly disclose estimated fees.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	
8	The institution's website does not clearly disclose estimated price of books and other course materials.			<input type="button" value="Accept"/> <input type="button" value="Deny"/>	

[Type here]

Cases View:

Case Comments (0)

Emails (2)

RE: Corrective Action Plan

From Ad... osd.pentagon.ousd-p-r.mbx...

To Addre... stan@bu.edu

Message... 12/6/2024 4:21 PM

Corrective Action Plan

From Ad... stan@bu.edu

To Addre... osd.pentagon.ousd-p-r.mbx...

Message... 12/5/2024 4:28 PM

View All

Details

Related

Activity

Account Name ⓘ

Boston University ⓘ

OPE ID

00213000

Contact Name ⓘ

Sameth Tan ⓘ

Contact Phone

(617) 358-3678

Contact Email ⓘ

stan@bu.edu

Priority ⓘ

Medium

Category

Institutional Compliance Program (ICP) ⓘ

Subcategory ⓘ

New Inbound Email ⓘ

☐

Case Number

00018241

Parent Case ⓘ

Case Record Type

VolEd Unrestricted Access Case ⓘ

Status ⓘ

Waiting for Response ⓘ

Case Owner ⓘ

Samuel Crossman ⓘ

Type ⓘ

Case Origin ⓘ

Files (2)

image001

Dec 5, 2024 • 5KB • png

image001

Dec 5, 2024 • 5KB • png

View All

Email

Log a Call

More

Write an email...

Compose

Search this fee...

Samuel Crossman to Voluntary Education Only

Responding to cases via Email:

> Service Information

▼ Case Comments (Restricted)

Internal Comments ⓘ

▼ Content

Subject ⓘ

Access

Description ⓘ

For some reason my access stopped working. I tried to reset the password, but I never received an email. Can you please help? We are trying to finish our compliance report.

William K. Spiers, Jr., FAAC®
Director of Student Financial Services
Student Financial Services
Tallahassee State College
444 Appleyard Drive
Tallahassee, FL 32304
(850) 201-8399 Office Phone
(850) 201-8414 Office FAX
[cid:image001.png@01DBDA1B.19737210]

Sincerely,

Voluntary Education Office
Office of the Undersecretary of
Defense for Personnel and
Readiness
Compliance Team
osd.pentagon.ousd-p-r.mbx.vol-
edu-compliance@mail.mil
Compliance Hotline: (703) 614-
7584, Option 1

Send

Search this fee...

Logging Call Information for Cases:

[Type here]

Account Name ⓘ Tallahassee State College ✎	New Inbound Email ⓘ <input type="checkbox"/> ✎
OPE ID 00153300	Case Number 00020009
Contact Name ⓘ William Spiers ✎	Parent Case ⓘ ✎
Contact Phone (850) 201-6134	Case Record Type VolEd Unrestricted Access Case 🗑
Contact Email ⓘ bill.spiers@tsc.fl.edu	Status ⓘ Waiting for Response ✎
Priority ⓘ Medium ✎	Case Owner ⓘ Shadya Antezana 👤
Category Portal ✎	Type ⓘ ✎
Subcategory ⓘ User Deactivated ✎	Case Origin ⓘ ✎
ICP Cycle ⓘ 2025 ✎	Email ✎
Related ICP ⓘ 2025 - Tallahassee Community College ✎	Flagged Account ⓘ ✎
	On Probation ⓘ ✎

Files (1) ▼

image001
Jun 10, 2025 • 4KB • png

[View All](#)

EmailLog a CallMore

*Subject
Call 🔍

Comments
Tip: Type Control + period to insert quick text.

Name
Search Contacts... 🔍