

## AGENCY DISCLOSURE NOTICE

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## External Portal Login Page:

### Welcome to the VolEd Compliance Portal



✉

🔒

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]



**VOLUNTARY EDUCATION**  
 PROGRAM READINESS

 Home
  Compliance
  Resources
  Previous ICP Cycles


 Test User

# Voluntary Education Test University

OPE ID

12121212

## 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

It is the institution's responsibility to ensure the Point of Contact (POC) information is current at all times. For descriptions on each POC, hover over the information icon below. For additional information on the POC's roles and responsibilities, review the [DoD MOU Institution Guide](#).

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](mailto:voledconcerns@navy.mil)

### DoD MOU®

**Name:** Stephanie Daub Testing

**Title:** Tuition Specialist

**Phone:**

**Email:** [sdaub@wisc.edu](mailto:sdaub@wisc.edu)

### Tuition Assistance®

**Name:** Sam Crossman Testing 2

**Title:** Tuition Specialist 2

**Phone:**

**Email:** [scrossman@guidedhousefederal.com](mailto:scrossman@guidedhousefederal.com)

### Signing Authority®

**Name:** Steve Li Testing

**Title:** Chancellor

**Phone:**

**Email:** [stli@guidedhousefederal.com](mailto:stli@guidedhousefederal.com)

### Compliance®

**Name:** Steve Li Testing

**Title:** Chancellor

**Phone:**

**Email:** [stli@guidedhousefederal.com](mailto: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.ousd-p-r.mbx.vol-edu-compliance@mail.mil](mailto:osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil)) or Compliance Hotline.

 [Send Email](#)

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

Authenticated User Compliance Page:



**VOLUNTARY EDUCATION**  
 PROGRAM READINESS

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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
- ① - Corrective Action Plan due
- ① - Remediation Evidence due

**ICP Forms & Uploaded Documents**

Self Assessment

**Uploaded Documents**

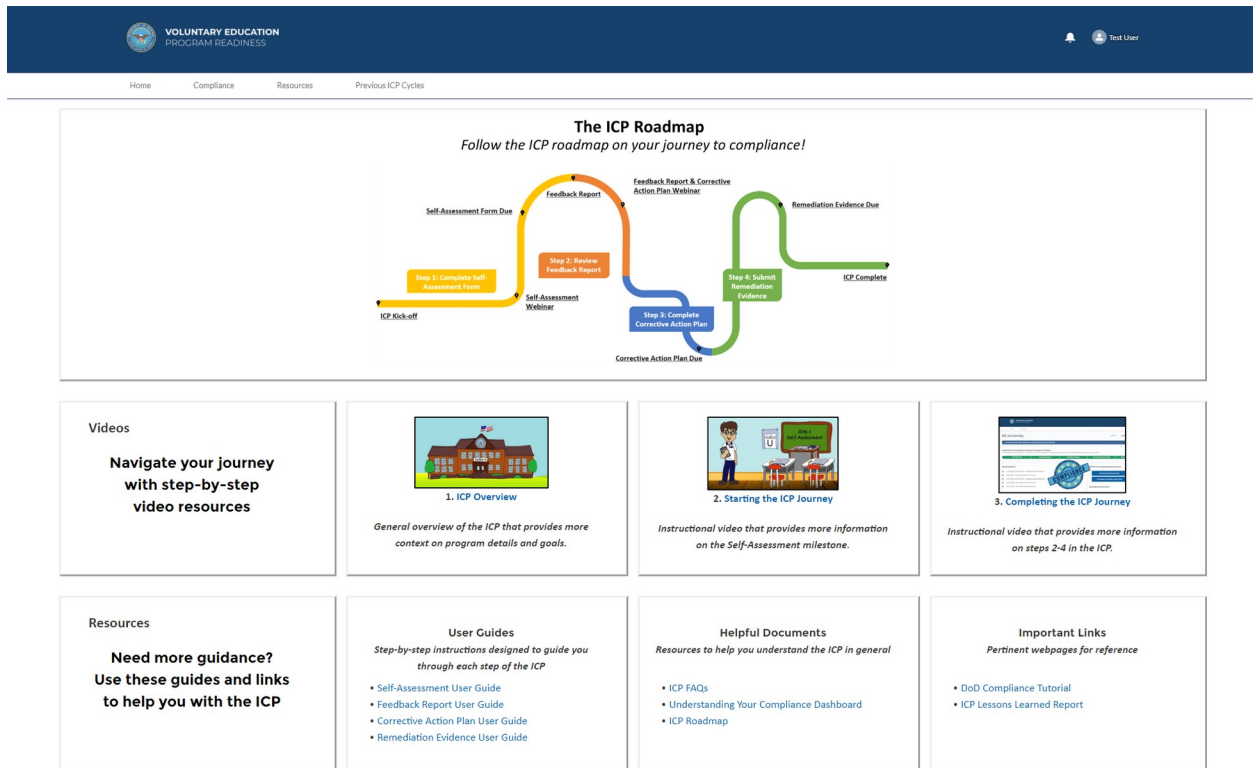
**Need Help?**  
 If you have questions about the Compliance Portal or the Institutional Compliance Program, reach out to the team via email ([osd.pentagon.osud-p-r.mbx.vol-edu-compliance@mail.mil](mailto:osd.pentagon.osud-p-r.mbx.vol-edu-compliance@mail.mil)) or Compliance Hotline.
 

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](mailto: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:



NEW YORK  
DEPARTMENT OF EDUCATION  
PROGRAM READINESS

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Previous ICP Cycles

Test User

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.

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.

Previous

Save

Save & Next

1

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Review

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 Files

Or drop files

The screenshot shows the 'Voluntary Education Test University' dashboard. A 'Rate Response' modal is open, displaying a survey progress bar with 13 steps. Step 6 is the current step, titled 'Survey Ratings'. The main text area contains a prompt: '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.' Below this, there is a text input field for the response, with the number '1' entered. The modal has 'Previous', 'Save & Next', and 'Cancel' buttons. The background dashboard shows various tabs like 'Details', 'Related', 'Files', 'History', 'Notes', and 'Activity', along with a list of activities on the right side.

### 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

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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.

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Review

Financial Matters

Per DoD MOU, paragraph 3.3.1(1) and (4), "Before offering, recommending, arranging, sliping-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 al 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

Corrective Action Plan Validation

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

Accept

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.

1

Accept

Deny

3

The institution's website does not clearly provide contact information for a qualified financial aid advisor(s)/office/department.

1

Accept

Deny

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

Accept

Deny

5

The institution's website does not provide a page or section of their website that discloses the cost of attendance.

1

Accept

Deny

6

The institution's website does not clearly disclose the tuition information.

1

Accept

Deny

7

The institution's website does not clearly disclose estimated fees.

1

Accept

Deny

8

The institution's website does not clearly disclose estimated price of books and other course materials.

1

Accept

Deny

9

The institution's website does not clearly disclose the estimated rate for room and board.

1

Accept

Deny

The institution's website does not clearly disclose total estimated yearly program cost information.

Accept

Deny

Remediation Evidence Example:



VOLUNTARY EDUCATION  
PROGRAM READINESS

  Test User

Home

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Previous ICP Cycles

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 VoEd 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.

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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

**Voluntary Education Test University**

Assessment Status Completed Feedback Report Acknowledged ☒ Corrective Action Accepted ☒

**Details** Related

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

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... 🔍