



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

March 12, 2024

«Institution_POC»
«Institution_Name»
«OPEID»
«Institution_Address»
«Institution_State»

RE: 2024 Department of Defense Voluntary Education Institutional Compliance Program

Dear «Institution_POC»,

The Department of Defense (DoD) Voluntary Education (VoEd) Institutional Compliance Program (ICP) has selected «Institution_Name», OPEID «OPEID», to be reviewed in 2024. Your institution will join 249 other educational institutions in this year's review process. It focuses on compliance with the tenets of the DoD Memorandum of Understanding (MOU). By signing the DoD MOU, your educational institution has agreed to abide by a set of provisions, processes, and policies – all focused on improving services delivered to Service members.

«Institution_Name» has designated «Comp_POC» to serve as the institution's primary Point of Contact (POC) for the DoD MOU. Therefore, the Compliance Team will be in contact with «Comp_POC» to facilitate the ICP review. You may update POC information, including designating a new POC, at www.dodmou.com to ensure unbroken communications.

Please be aware of the following ICP requirements:

- 1) Your educational institution's designated DoD MOU POC is required to complete the **DoD MOU Compliance Tutorial** at www.dodmou.com. If they already completed it prior to being selected to participate in the ICP, it does not need to be completed again. There is no need to submit proof of tutorial completion (i.e., certificate) as the completion is updated in your school's DoD MOU record.
- 2) The **Compliance Portal** houses all related ICP tasks and information. A forthcoming email with instructions will detail how your institution's POCs may register for access to the Portal. Upon accessing the Portal, your institution must attest to viewing the video, 'Building a Culture of Compliance' shared in this announcement email.
- 3) Complete the **Self-Assessment** form within the Compliance Portal. This is the first task for your institution in the ICP and must be completed by **April 9, 2024**.

While your institution completes the self-assessment, our Compliance Team will conduct a review of your institution's public-facing internet presence. The Compliance Team will use the information from the self-assessment and web review to develop a feedback report identifying any potential areas that require remediation and provide recommendations on how to address them.

Involvement in the DoD VoEd program as a participating educational institution permits Service members to utilize their tuition assistance resources at «Institution_Name». We deeply appreciate your partnership with the DoD as it enables our Service members to have a wide array of choices to meet their voluntary education needs. Participation also obligates your institution to take part in the compliance

Exhibit 2. Self-Assessment Submission Email:

DoD VolEd: ICP 2025 Self-Assessment Complete!



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>

To: Steve Li



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



ICP Roadmap Step 1 Complete SA Submitted.jpg
226 KB



Dear Educational Institution Representative,

Voluntary Education Test University, congratulations! Thank you for submitting the 2025 Self-Assessment form. You successfully completed Step 1 of the ICP.

Our team will be in touch in the coming weeks with your institution's Feedback Report and more information on next steps. We thank you for your participation in the Program.

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

Exhibit 3. Feedback Report Notification Email:

DoD VolEd: Institutional Compliance Program 2025: Feedback Report



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>

To: Steve Li



Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



2024 ICP CAP Overview.pdf
272 KB



2024 ICP Feedback Report Overview.pdf
286 KB



Feedback Report Cover Letter.pdf
154 KB



ICP Roadmap Step 1 Complete SA Submitted.jpg
226 KB



Dear Educational Institution Representative,

Thank you for your continued participation in the 2025 Institutional Compliance Program. The Compliance Team evaluated your institution's self-assessment and conducted an independent review of your institution's website to determine compliance with the tenets of the Department of Defense Voluntary Education Memorandum of Understanding. The results of this review are available in the [Compliance Portal](#) in your institution's Feedback Report, accessible by pressing the Compliance tab on the homepage.

Upon review of your institution's Feedback Report, the next step is to complete the Corrective Action Plan (CAP) within the Compliance Portal, which details the actions your institution will take to address the findings along with timelines for remediating those findings. For a better understanding of steps 2, 3, and 4, please refer to the video, [Completing the ICP Journey](#) for more information.

The VolEd Office will host two Feedback Report Webinars on June 18 and 25 to further explain the Feedback Report and CAP processes and answer any questions you may have. Details on the webinars are forthcoming.

The CAP is due no later than July 12, 2025 in the Compliance Portal. For further guidance on utilizing the Portal to complete steps 2 and 3, follow the [Feedback Report user guide](#) and [CAP user guide](#). Should any questions arise during the process, please reach out to the Compliance team using the contact information below.

Sincerely,

Voluntary Education Office

Office of the Undersecretary of Defense for Personnel and Readiness
Compliance Team

Exhibit 4. CAP Submission Email:

DoD VolEd: ICP CAP Submitted!

 VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>
To Steve Li

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 ICP Roadmap Step 2.5 Complete Feedback report Ready.jpg
93 KB



Dear Educational Institution Representative,

Thank you for submitting the ICP Corrective Action Plan for your institution.

Our team will be in touch in the coming weeks to share feedback on your institution's CAP and to provide more information on next steps, including how to provide evidence on remediation. We thank you for your participation in the Program.

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



Exhibit 5. CAP Approval Email:

DoD VolEd: ICP CAP Approved!

 VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>
To  Steve Li

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 ICP Roadmap Step 3 Complete Corrective Action Plan submitted.jpg
197 KB

 Remediation Evidence User Guide.pdf
812 KB



Dear Educational Institution Representative,

Thank you for submitting your institution's Corrective Action Plan (CAP) as a part of your participation in the ICP cycle. The Compliance Team reviewed your CAP and found all actions to be sufficient. You successfully completed Step 3 of the ICP.

The next step in the ICP is to submit Remediation Evidence in the [Compliance Portal](#) to demonstrate that the corrective actions were taken.

Please follow [these instructions](#) to access the Remediation Evidence form within the Portal and proceed to complete step 4 by . The Compliance Team will review all Evidence submissions and provide feedback to ensure cycle completion. If you have questions on how to provide Remediation Evidence, please contact the Compliance team using the information below.

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

Exhibit 6. CAP Additional Information Email:

DoD VolEd ICP : Please Review CAP



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>

To: Steve Li



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear Educational Institution Representative,

Thank you for submitting your institution's Corrective Action Plan (CAP) for ICP. The Compliance Team reviewed your CAP and determined one or more of your corrective actions requires attention. Please log into the [Compliance Portal](#) to review the feedback and update your CAP in time for the submission deadline of .

If you have questions regarding the status or need assistance with accessing and navigating the Compliance Portal, please contact the team using the contact information below.

We thank you for your participation in the Program.

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

Exhibit 7. Remediation Evidence Submission Email:

DoD VolEd: ICP Remediation Evidence Submitted!



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>

To: Steve Li



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear Educational Institution Representative,

Thank you for submitting your institution's Remediation Evidence as a part of the Institutional Compliance Program (ICP) Cycle. We are reviewing your submission and will be in touch soon with feedback and more information.

Should you have any questions in the meantime, please reach out to the Compliance Team at the contact information below. We thank you for your participation in the ICP.

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

Exhibit 8. Remediation Evidence Additional Information Email:

DoD VoEd ICP : Please Review Remediation Evidence



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>

To ● Steve Li



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear Educational Institution Representative,

Thank you for submitting your institution's Remediation Evidence for ICP . The Compliance Team reviewed your Evidence and determined one or more of your submissions requires attention. Please log into the [Compliance Portal](#) and navigate to the Compliance homepage to view the feedback and update your Evidence. Guidance is shown below.

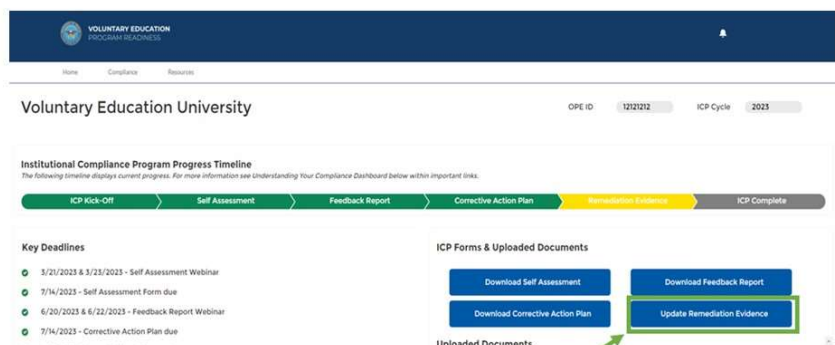


Exhibit 9. Self-Assessment Webinar Invite Email:

Institutional Compliance Program 2024: Self-Assessment Webinars



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>

To ● Steve Li



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear Educational Institution Representatives,

Please join the Voluntary Education Office for the Institutional Compliance Program (ICP) 2024 Self-Assessment Webinars. During the webinars, we will be on hand to discuss any questions related to access issues to the Compliance Portal, and to cover ICP 2024 Key terms and Dates, Self-Assessment Questions, and a Q&A Session.

Please be sure to register for one of the following dates:

Webinar 1: March 20, 2024 11:00 AM – 12:00 PM ET	Registration Link: https://guidehouse.zoom.us/webinar/register/WN_ve1XIDWZQT-iNB2gmZwtqw
Webinar 2: March 25, 2024 2:30 PM – 3:30 PM ET	Registration Link: https://guidehouse.zoom.us/webinar/register/WN_Bt2IM3ccTQCowIxXKXHR2w

As a reminder, the Self-Assessment is due on **Tuesday, April 9, 2024**.

Sincerely,
Voluntary Education Office
Office of the Undersecretary of Defense for Personnel and Readiness
Compliance Team

Exhibit 10. Feedback Report Webinar Invite Email:

DoDVolEd: Institutional Compliance Program 2024: Feedback Report Webinars



VolEd Compliance Team <osd.pentagon.ousd-p-r.mbx.vol-edu-compliance@mail.mil>
To: Steve Li

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Dear Educational Institution Representatives,

Please join the Voluntary Education Office for the Institutional Compliance Program (ICP) 2024 Feedback Report Webinars. During the webinars, we will cover the following topics: ICP 2024: Feedback Report Overview, Key Terms and Dates, Commonly Missed Questions, and a Q&A Session.

Our goal is to provide a clear understanding of how to correctly complete the Corrective Action Plan (CAP) due on **July 12, 2024**. The CAP defines the specific actions and timelines for correcting the findings in the Feedback Report. Once the CAP is approved by the Compliance Team, your institution will have until **September 12, 2024** to submit your remediation evidence.

Please be sure to register for one of the following dates:

Webinar 1

June 18, 2024 at 11AM Eastern Time

Registration Link:

https://guidehouse.zoom.us/webinar/register/WN_T67Wfn7oSzi1JbAWFU0OWQ

Webinar 2

June 25, 2024 at 3PM Eastern Time

Registration Link:

https://guidehouse.zoom.us/webinar/register/WN_w9lL0_c2QhufEJsLxrEAEQ

Exhibit 11. Sample ICP Completion Letter:



MANPOWER AND
RESERVE AFFAIRS

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

1500 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-1500

«Institution_POC»
«Institution_Name», OPE ID Number «OPEID»
«Institution_Address»
«Institution_State»

RE: Department of Defense Voluntary Education Institutional Compliance Program Review of
«Institution_Name», OPE ID Number «OPEID»

Dear «Institution_POC»:

Thank you very much for successfully guiding your institution through the Department of Defense Voluntary Education Institutional Compliance Program process. We are pleased to conclude that your institution has successfully completed the review process and no further actions are required.

The compliance process plays a key role in DoD policy to develop quality partnerships, best support Service members, and ensure that partner schools comply with the terms of their Memorandum of Understanding (MOU) as well as the Principles of Excellence enunciated in Executive Order 13607. Completion puts your institution on the forefront of this effort.

In addition to the compliance process, all institutions are required to update their information pertaining to tuition rates and points of contact at dodmou.com annually or when changes occur. This ensures accuracy and facilitates Service members taking courses from your institution. Please remain attentive to communications pertaining to your DoD MOU even though you have successfully completed the compliance process. We appreciate your participation and, in an effort, to improve the program in future iterations we invite you to share feedback on your experience by [clicking here](#).

We applaud your commitment to partner with the Department of Defense to provide exceptional education programs and services. Thank you for your involvement in the 2024 Institutional Compliance Program. We appreciate your ongoing support.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jonathan O. Woods", is written over a light blue horizontal line.

Dr. Jonathan O. Woods
Director, Voluntary Education
Officer & Enlisted Personnel Management