QUALITY ASSURANCE

Tools for effective oversight of academic institutions performing services on military installations

Ms. Laura Dean
CCME Concurrent Session
17 Feb 2016
Overview

- Control versus assurance
- Brief History of Vol Ed Quality Assurance
- Recommended tools and techniques
- Some examples to get you started
- Cautionary notes
Control or Assurance~
What’s the difference?

- Schools “control” the quality of services
  - Curriculum
  - Instructor credentials and training/faculty evaluations
  - Academic/financial aid advisement
  - Accreditation

- ESOs “assure” schools are providing the required services
  - “Eyes and ears” of the government
  - Monitors schools compliance with MOU specifications
A Quick History ~ Why there is a need for oversight

- Bailey Report (1979)
  - Education Assessment Program/MIVER/SAVs
- 100% TA; 9/11 GI Bill
- Distance Learning opportunities
  - Increased usage of federal/military benefits
- Senate hearings/Harkin Report (2012)
  - Executive Order 13607 – Principles of Excellence
  - DODI 1322.25 Revisions/DOD-MOU/Base access

TA is great!~
Get some!
Before establishing on-base programs

- Needs Assessment
- Publicize to schools installation requirements and expectations (DRAFT installation MOA)
- Review proposals from interested schools
- Invite schools with quality programs
- Communicate expectations
Recommendations

- Refresh your memory
  - Review DODI 1322.25 and your installation MOA
  - Review MOA annually

- Meet with the schools
  - Begin with your on-base schools, then expand to visiting schools
  - Discuss expectations
    - Periodic inspections/Suspense calendars/Consequences
  - MOUs have government requirements too!
Recommendations (cont.)

- Create checklists
  - DOD-MOU
  - Installation MOA
- Conduct reviews
  - Daily interactions
  - Formal interviews
  - Student surveys
- Report non-compliance
  - Staff through Services Ed chiefs/OSD
  - Post-Secondary Education Complaint System
# Checklist Examples

## Quality Assurance Visit Checklist

<table>
<thead>
<tr>
<th>Contract Task or Deliverable/Contract Section</th>
<th>Yes</th>
<th>No</th>
<th>Method of Surveillance</th>
<th>Comments/Date Accomplished</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do students have access to home campus library system and librarian services? (PWS 1.1.1.2)</td>
<td>☐</td>
<td>☐</td>
<td>Interview students/local field representatives/instructors.</td>
<td></td>
</tr>
<tr>
<td>Does contractor consult with local ESO when developing annual and term schedules? (PWS 1.1.1.3)</td>
<td>☐</td>
<td>☐</td>
<td>Interview ESO.</td>
<td></td>
</tr>
<tr>
<td>Do annual and term schedules permit degree/program completion? (PWS 1.1.1.3)</td>
<td>☐</td>
<td>☐</td>
<td>ESO review. Review course catalog, degree plans, and term schedules.</td>
<td></td>
</tr>
<tr>
<td>Do annual schedules take into consideration military-related factors/exercises? (PWS 1.1.1.3)</td>
<td>☐</td>
<td>☐</td>
<td>Compare exercise calendar with annual schedules.</td>
<td></td>
</tr>
<tr>
<td>Are course schedules and instructor listings finalized NLT 30 prior to term start date? (PWS 1.1.1.3(b))</td>
<td>☐</td>
<td>☐</td>
<td>ESO review. Review Quality Control (QC) log.</td>
<td></td>
</tr>
<tr>
<td>Is the course schedule posted to the website at least 3 weeks prior to the beginning of the term? (PWS 1.1.1.3(c))</td>
<td>☐</td>
<td>☐</td>
<td>A1KE review website.</td>
<td></td>
</tr>
<tr>
<td>Does the contractor conduct an appropriate graduation ceremony? (PWS 1.1.1.5)</td>
<td>☐</td>
<td>☐</td>
<td>Report submitted by contractor to A1KE.</td>
<td></td>
</tr>
</tbody>
</table>
Action Items | Yes | No | Comments
---|---|---|---
Does AI provide students with financial information per DODI 1322.25? | X | | School provides handouts with links to College Navigator site so students can compare rates and programs (attach handout)

Does the AI have a POC for academic and financial advisement per Enclosure 3 of DODI 1322.25?

Method of Surveillance: Interview field rep/students; check website; look at handouts in field office
Installation MOU

1. Appoint and designate an institutional representative to maintain a continuing liaison with the ESO.
2. Adopt the GoArmyEd processes. GoArmyEd is the ACEES centralized and streamlined management system for the Army's postsecondary voluntary education programs.
3. Agree to all of the terms in the ACEES policies and procedures, available at [https://www.hrc.army.mil/site/education/GoArmyEd_School_Instructions.html](https://www.hrc.army.mil/site/education/GoArmyEd_School_Instructions.html) such as invoicing, grades, reports, library references, etc.
4. Abide by the installation’s policies regarding installation and facility access.
5. Meet installation security requirements for information technology access and use.
6. Abide by installation physical security policies, procedures, and requirements. Embry-Riddle must comply with Force Protections Condition (FPCON) requirements to include the random implementation of FPCON Measures.
7. Abide by the criteria prescribed by DoDD 1322.8.
8. Provide the ESO the class enrollments five business days prior to course start date to assist in determining classroom assignments. If classes are cancelled due to low enrollment, provide written notification to the ESO by the end of the add/drop period for that term.
9. Provide such office furniture and equipment, duplicating machines, telephones, and supplies as needed by its employees to sustain its programs on the installation. If facility relocation is necessary, the Army will provide and fund relocation of its furniture, equipment, telephones, and other office supplies.
10. Designate a building monitor to open, secure classrooms, and close the facility.
11. Provide sufficient insurance coverage for the employees, and programs conducted on the installation against potential personal injury, property loss, or damage.

Mutual Understandings.

**Installation MOU**

**Action Items**

<table>
<thead>
<tr>
<th>Action Items</th>
<th>Yes</th>
<th>No</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does AI submit class enrollments to ESO 5 days prior to course start date per para 4.b.(7) of Installation MOU?</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has the AI designated a building monitor to open, secure classrooms, and close the facility per para 4.b.(10) of MOU?</td>
<td>X</td>
<td></td>
<td>An individual has been designated, but this term there were two evenings when the facility was found unlocked by military police after hours.</td>
</tr>
</tbody>
</table>

During annual review of MOA with university, consider changing the requirement. What are the expectations for the facility monitor?
Cautionary Notes...
Ethics

- Be aware of and adhere to ethical standards
- Avoid actual and perceived conflicts of interest
  - No off duty employment with schools
  - Includes hiring of family members by school
- Do not accept gifts from universities
Avoid the “Us-against-Them” attitude

We are partners working toward the same objective: Assist students to reach their education goals

If there are areas that need improving, work together to find a solution.
Think about it...
Discussion