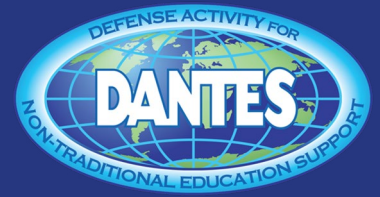


DANTES

JUNE 2024



**DoD VoEd
PROGRAMS**

INFORMATION BULLETIN



Contingency Area Education Support Program - Supporting Deployed Service Members

By: Laura Dean, DANTES Contingency Area Education Support Program Manager

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Contingency Area Education Support Program

The Department of Defense (DoD) Voluntary Education (VolEd) Program, through the Defense Activity for Non-Traditional Education Support (DANTES), provides Contingency Area Education Support for deployed military members in the United States CENTRAL COMMAND (USCENTCOM) and United States AFRICA COMMAND (USAFRICOM) areas of responsibility. Contingency Area Education Support ensures that military members have access to Voluntary Education programs and services to begin or continue their education journey. Depending on the location, service members may have access to education counseling services, testing services, and on-site and online courses. DANTES' focus is supporting military education offices while expanding the reach of its educational services.

On behalf of the Services, DANTES provides education support through a contract with the University of Maryland Global Campus (UMGC). Current service locations are Kuwait, Qatar, Bahrain, Djibouti, Jordan, Egypt, Saudi Arabia, and United Arab Emirates. Government education and training personnel work closely with the contracted university to ensure students can continue pursuing their education goals while deployed.

Before service members deploy, they should make an appointment with their home base education and training office or the Navy Virtual Education Center to review their education records. They should complete their initial or refresher tuition assistance briefing and discuss their education plans with a counselor before departing their home base. The counselor can assist service members to plan possible courses and academic exams they can complete during their deployment.



Contingency Area Education Support Program



Ms. Laura Dean is the program manager for the Contingency Area Education Support program, which provides education services and resources to military members serving outside of the continental U.S. (OCONUS). Ms. Dean began her 30-year federal career as a Department of Defense Dependents Schools teacher. She was later selected for the Air Force Palace Acquire Education Services intern program and worked as a guidance counselor, education services officer, and branch chief at the major command level. Ms. Dean served in the following positions before coming to DANTES in December 2020: Chief of Education and Training, HQ Pacific Air Forces (2008-2020), Education Services Specialist, HQ Pacific Air Forces, Hickam AFB, Hawaii, (2005-2008), Education Services Officer, Andersen AFB, Guam, (2003-2005).

DANTES welcomes Mr. Thomas French to the DANTES Europe team. Mr. French is currently working in the Contingency Area Education Support Program Office supporting military members serving outside of the continental U.S. He is a retired Air Force F-15 Eagle Fighter Jet maintainer and has supported DoD Voluntary Education Services since 2001 while working in and overseeing three military Education Service Offices. Tom served as the MAJCOM VolEd Chief for United States Air Forces Europe and, since 2016, as a DANTES Division Chief before heading to the European office in Germany.



Supporting Deployed Service members

The USCENTCOM/USAFRICOM education services contract with the University of Maryland Global Campus enables warfighters in 8 foreign countries and 13 forward operating locations to pursue their off-duty education goals while deployed. Last year, the Contingency Area Education Support Program provided post-secondary education programs and on-base academic testing in deployed areas that enabled 4,947 enrollments in academic courses (~900 more than in 2022); 331 classes conducted in face-to-face on-site courses and “streamed” courses connecting bases throughout the theater (~200 more than 2022); and 103 degrees were awarded in contingency areas. Sixty-one UMGC students walked across the stage during the Kuwait and Bahrain graduation ceremonies, while others joined via live stream from CONUS and downrange locations.

DANTES ensures on-site course schedules are developed while considering factors such as the operation tempos, rotations, and faculty assigned within USCENTCOM and USAFRICOM. As a result, students can register for classes 46-60 days before term start dates, and service members have real-time access to their instructors via face-to-face, streaming, and hybrid courses. In addition, service members can participate in onsite graduation ceremonies depending on the time of year and location.

Contingency Area Education Support Program

National Testing Centers (NTCs)

While deployed, military members can explore plenty of education options. One option is taking advantage of the DANTES Credit-by-Exam program; this program can help service members get college credit for information they already know or military training and experiences they have already had. DANTES facilitates the availability of academic exams via National Test Centers (NTC). The NTCs offer service members and eligible civilians' access to the College Level Examination Program (CLEP) and DSST internet-based testing exams and other electronic exams. Contracted test examiners also proctor electronic exams for service members enrolled in distance education courses with non-contracted education colleges and universities on a space-available basis. UMGC manages downrange NTCs featuring exams and certifications in various subject areas, on-site support, easy scheduling, and the benefit of instant score results. NTCs offer CLEP and DSST, Pearson Vue, and some certification exams.

The downrange NTCs are busy! Did you know that this year, the College Board recognized the NTC at Al Udeid Air Base, Qatar, as the #1 NTC Worldwide for the number of CLEPs administered?

Some challenges of pursuing education while deployed

We recommend service members, especially in the Guard and Reserve, go to their servicing Education & Training Centers to receive their initial TA briefing, upload orders, and update their education records before deployment.

After arriving in the theater, some servicemembers need help reaching their home CONUS education offices and cannot complete their initial counseling, update their education records, or delay processing their tuition assistance applications. This can ensure they take classes while deployed. Time differences, distance, and communication connections can create timing issues with course start dates.

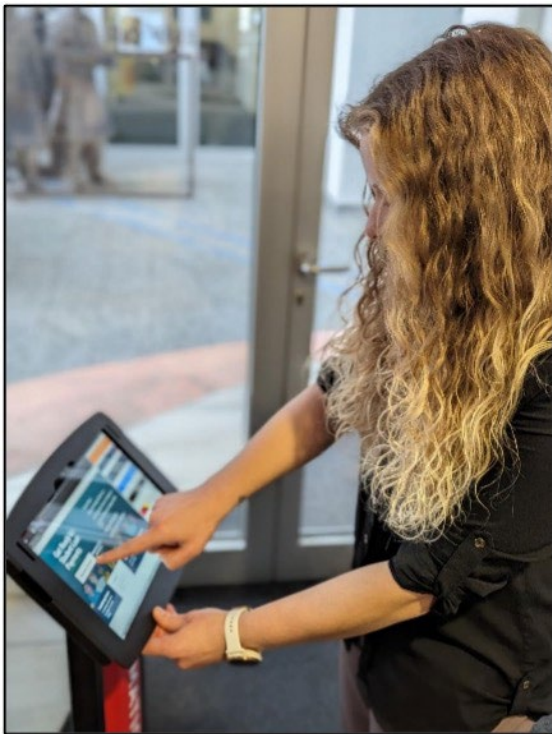


Carlos Duncan, Argjenta Brunst, Sandra Cannon
Camp Arifjan, Kuwait
April 2024

Contingency
Overseas
EDUCATION SUPPORT

How home education offices can help service members before they deploy

1. Review the education plan/degree plan together. Help the service member to secure an education plan before enrolling in courses while deployed.
2. Assist the service member in setting realistic goals for the time they will be deployed.
3. Research what programs and services are available overseas or in contingency locations. The DANTES website is a good resource for learning about the universities and colleges physically located there.
4. Discuss online options if the service member is deploying to a location without onsite support.
5. Encourage service members to download the MilEd Benefits mobile app so they have access to military education resources anytime, anywhere.



UMGC Virtual Services Kiosks

The University of Maryland Global Campus (UMGC) recently added a new option of direct support for service members by placing self-service electronic kiosks at several downrange sites. The unmanned kiosk provides students, faculty, and visitors round-the-clock access to essential university information. Service members can use the kiosks to chat directly with a UMGC academic advisor. Kiosks also allow new students to independently explore UMGC programs, submit

application forms, apply for FAFSA, and create inquiries that lead to answers and additional information. Emphasizing a personal approach to education, the UMGC academic advising staff can assist deployed members in developing a personalized study plan.

In coordination with DANTES, the contractor is adding Virtual Kiosk computers to all downrange locations so students can connect with academic advisors back in Europe in real time.



Julie Novakowski
Kaiserslautern, Germany
March 2024

Contingency Area Education Support Program

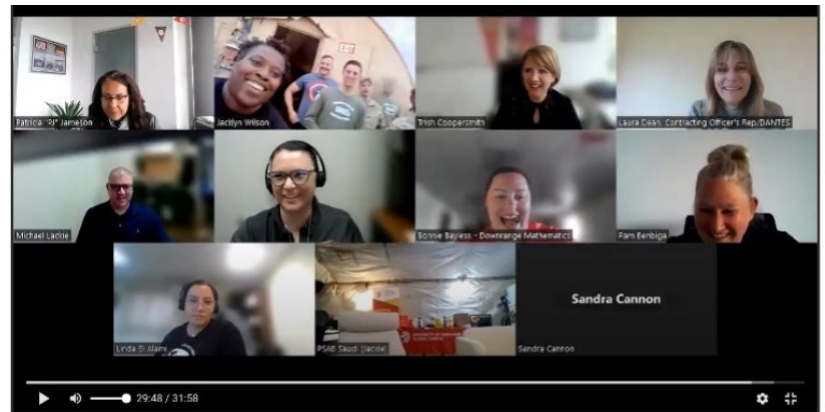
Expanding Student-Friendly Spaces, Prince Sultan Air Base



On 3 April 2024, Prince Sultan Air Base, Saudi Arabia, celebrated the grand opening of its new education tent. With the construction of the new tent, the base now has two tents dedicated to learning. In addition to the Learning Resource Center/Testing Office, service members can now use the student-friendly space to attend onsite and virtual courses and have a quiet study area for off-duty times.

Many Airmen worked together to assemble the new tent. The installation and the University of Maryland Global Campus partnered to organize and furnish the space.

Local installation leadership gave opening remarks at the event, while UMGC leadership from Europe and Bahrain, UMGC representatives from across the Central Command theater, and the DANTES Contracting Officer's Representative attended via Zoom.



Contingency Area Education Support Program

Spotlight on Air Force Education and Training Technicians downrange



The Air Force deploys 3F2XX Education and Training Technicians to the Middle East to conduct military testing and assist servicemembers in continuing with their upgrade training while away from home. These Airmen are responsible for managing the local learning resource centers and serve as test control officers. They also partner with the contracted university to ensure servicemembers can continue taking academic classes during deployment.

TSgt Emily McCarthy left an indelible mark on the service members of Prince Sultan Air Base, Saudi Arabia. During her six-month deployment, she accomplished several key initiatives, including the establishment of the private testing room for remote-proctored examinations, helping dozens of students with their college applications, fierce advocacy for Tuition Assistance support, and assisting with the University of Maryland Global Campus Team events, such as Holidays Around the World, Day of Service, We Keep Marching On A Celebration of Black Excellence, and the Education Tent Grand Opening. During her deployment,

she was an enthusiastic cheerleader for education and advocated for the local VolEd program.

"I love helping service members with their education while they are deployed"



CONTINGENCY AREA EDUCATION SUPPORT

Education Support Down Range
for your Educational Goals



PROGRAM OVERVIEW

The Department of Defense (DoD) Voluntary Education (VolEd) Program, through the Defense Activity for Non-Traditional Education Support (DANTES), provides Contingency Area Education Support for deployed military members and those stationed overseas in the USEUCOM, USCENTCOM and USAFRICOM AORs (areas of responsibility).

Contingency Area Education Support ensures that military members have access to Voluntary Education programs and services to begin or continue your education journey.



EDUCATION SUPPORT

- Access to face-to-face academic counseling services
- Opportunities to earn college credit and meet certification requirements
- Expanded test center accessibility through remote and mobile testing



UNIVERSITY PARTNERSHIPS

- Access to undergraduate and graduate academic programs
- Classes available face-to-face, online, and hybrid
- Graduation ceremonies in EUCOM, CENTCOM and AFRICOM areas of operation



EDUCATION SERVICES

As a military member serving outside of the continental U.S. (OCONUS), you have access to a variety of options to begin or continue your education online.

Depending on your location, you may have access to these education services:

- Online Education Counseling Services
- Testing Services
- On-site and Online Courses



ONLINE RESOURCES

- <https://www.dantes.mil/oconus/>
- [Military OneSource Podcast](#)
- <https://europe.umgc.edu/military-and-downrange/downrange-students/index.cfm>



011-49-611-143-544-1230

HOT NEWS: MONTHLY WEBINARS FOR COUNSELORS



CLEP Webinar Series for Service Members:

Earning Free College Credit on My Time * Where Can I Take a CLEP Exam?

- June 12, 2pm ET / 1pm CT / Noon MT / 11am PT

DANTES-funded CLEP exams for eligible service members provide the opportunity to earn college credit for free and help you to get your degree faster. CLEP's flexibility allows you to take CLEP exams whenever you are ready. Exams can be delivered remotely or in person at a CLEP test center. Learn what may be the best fit for you. **REGISTER HERE!**

CLEP Webinar Series for Education Counselors and Academic Institutions:

These CLEP webinars are hosted monthly by CollegeBoard and we encourage education professionals to join and use these resources regularly by registering on the CLEP website.

- CLEP & Military: June 12, 10am ET / 9am CT / 8am MT / 7am PT
- CLEP for Colleges & Universities: June 12, 3pm ET / 2pm CT / 1pm MT / Noon PT

REGISTER HERE!

Prep like a Pro: Improve your Score with the OASC

- June 13, Noon ET / 11am CT / 10am MT / 9am PT

Join us for a guided navigation to help you plan for your test prep journey through the Online Academic Skills Course (OASC). **REGISTER HERE!**



Youtube.com/DoDDANTES



FB/DANTES.DoD



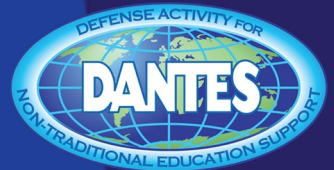
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