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Army Reserve (AR) Educational Assistance (EA) Study

Briefing to the 76th Military Operations Research Society Symposium

United States Coast Guard Academy

10-12 June 2008

Outline

- Purpose.
- Problem Statement.
- Study Issues.
- Constraints, Limitations, and Assumptions.
- Populations of Interest.
- AR EA Program Matrix Summary (working draft).
- Global Analysis Approach.
  - AR EA Trend and Forecasting Methodology.
  - Streamlining of AR-EA Processes (SOAP) Methodology.
  - Manpower Requirements Determination Methodology.
  - AR EA Cost Estimation Methodology.
- Tentative Emerging Insights.

Purpose

To set out issues, approach, and emerging insights for the Army Reserve Educational Assistance Study.

Problem Statement

- **This study will investigate current trends and results of Army Reserve (AR) educational assistance (EA) program allocation, administration, execution, and cost on AR recruitment, retention, and attrition of Troop Program Unit (TPU) enlisted and officer personnel.**
- **Specifically, this study will examine and provide recommendations on:**
  - **Changes needed in AR EA allocation, administration, execution, and cost to increase the recruitment and retention of TPU enlisted and officer personnel in 2011.**
  - **The impact of expanding the job description of the Education Services Specialist (ESS) to include a more complete range of education related assistance to AR TPU Soldiers and family members (e.g., integration of MGIB programs).**
  - **The number of ESS and Contract Personnel Services (CPS) required to effectively administer and execute the AR EA programs to AR TPU Soldiers and their dependents.**
  - **Consequential impacts of any recommended changes regarding the administration and execution of the AR EA programs that may have negative impacts on AR recruiting and retention goals.**

Study Issues (1 of 2)

1.1 What is the current awareness, eligibility, and utilization of each AR EA program among AR TPU enlisted and officer personnel?

1.2 To what extent was each AR EA program the primary motivator among AR TPU enlisted and officer personnel to join, stay, and leave the AR?

1.3 To what extent has each of the AR EA programs enhanced the recruitment, retention, and attrition of TPU enlisted and officer personnel, and what was the cost of each AR EA program compared to the resulting recruitment, retention, and attrition realities?

1.4 What are the current administrative and execution processes and procedures of AR EA programs and how accessible (i.e., easy to know about, apply for, and use) are they to AR TPU enlisted and officer personnel?

Study Issues (2 of 2)

1.5 What changes are needed to better align and allocate AR EA programs with recruitment and retention policies and objectives to achieve better program effectiveness and make programs more accessible to TPU personnel in 2011?

1.6 What are the cost differences between the current and recommended AR EA programs in the following areas: (1) program allocation; (2) accessibility; and (3) administration and execution processes?

1.7 How many ESS and CPS are required to effectively administer and execute the AR EA Programs and what is the impact of expanding the job description to include a fuller range of education related assistance to TPU Soldiers and their dependents?

Constraints, Limitations, and Assumptions

- **Constraints:**
  - **OCAR requires the draft analysis results by 30 Sep 08.**
  - **Due to the completion timeline, access to non-prior service prospects (civilians) is not possible.**
  - **Base year for this analysis is 2011.**
- **Limitations:**
  - **Cost projections are limited to inflation adjustments and known AR EA entitlement and benefit changes anticipated between now and 2011.**
  - **Opinion sampling will be limited to the number of surveys completed and returned to the study agency for analysis.**
  - **Due to resource limitations, the manpower determination component of this study will be an abbreviated analysis, comprising partial sampling and using previously conducted manpower analyses.**
- **Assumptions:**
  - **The majority of the 2011 AR recruits and officers are currently civilian personnel.**
  - **The propensity of ROTC Cadets and DEP applicants to join and stay in the AR because of EA will adequately replicate the propensity of the actual population of potential civilians available for AR EA related recruitment in 2011.**

Populations of Interest

Target Populations	
Troop Program Units (TPU)	**The AR is authorized to have more than 185,000 Soldiers in more than 6,000 TPU. These men and women typically train at least one weekend per month and perform two weeks of annual training.**
Delayed Entry Program (DEP) Applicants	**Civilian applicants with "soft" contracts to join the Army as enlisted Soldiers in one of the Army components.**
ROTC Cadets	**College students with "soft" contracts to join the Army as officers in one of the Army components.**

Survey design completed; survey to be administered to DEP and ROTC Cadets via AKO (currently have approximately 40K AKO addresses); survey for TPU members administered via USARC-G1 survey capability; survey approval process ongoing.

AR EA Program Matrix Summary

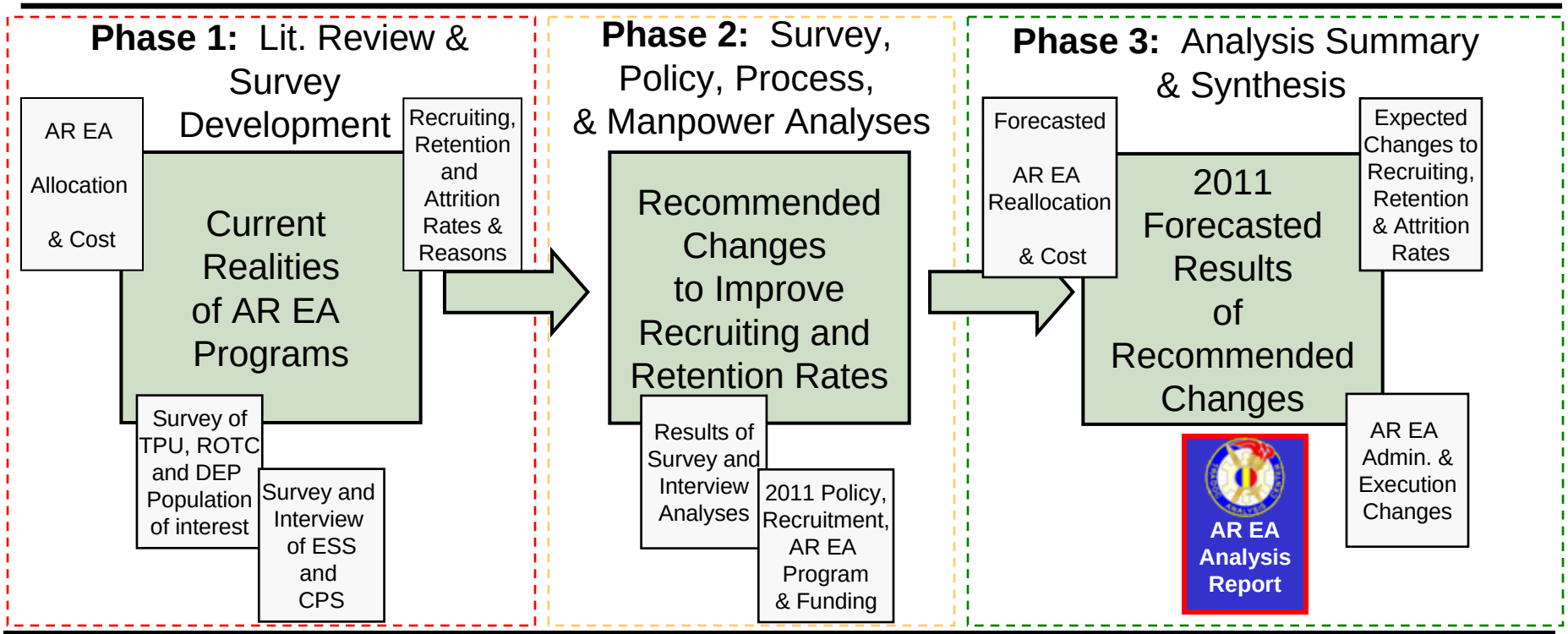
(Working Draft)

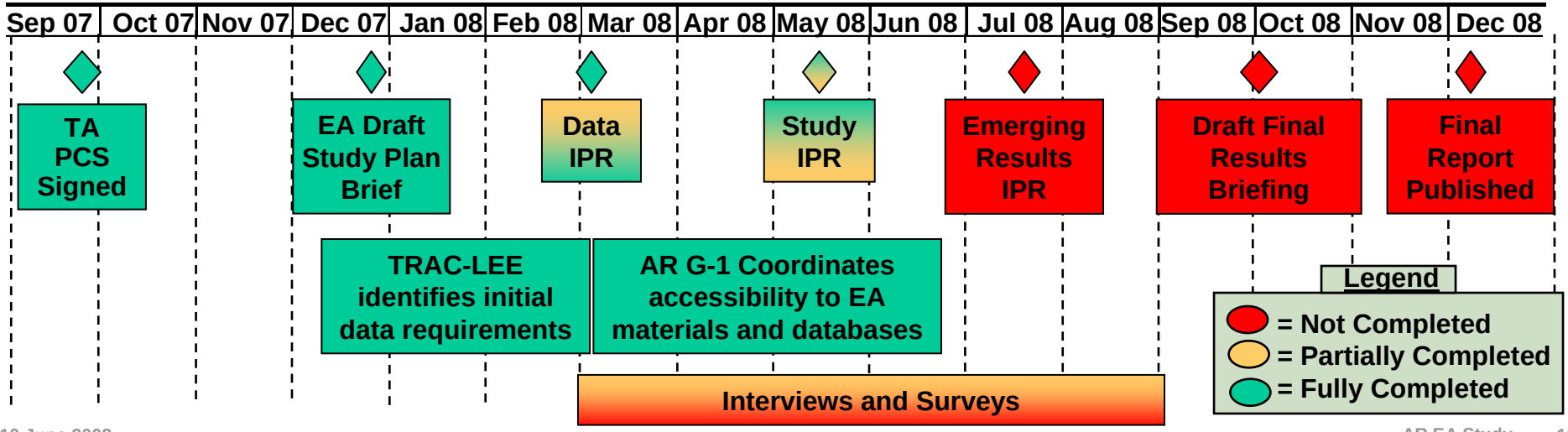
Target AR EA Programs

EA Programs	Eligibility Criteria	Applicable		Use Period		Total Cost	Comments
		OFF	EM	In Svc	Out Svc		
MGIB-AD (Chapter 1607)	Served on active duty for at least 2 years, then join Selected Reserves under Title 38.	X	X	X	X	$650 to $800 monthly for a full-time Student	Benefit is based on type of training, length of service, and category.
MGIB-SR (Chapter 1606)	HS Dip or GED; > 50 on ASVAB; complete IADT; 6-Yr contract.	X	X	X		$10,152 or $22,000	Part of college paid for; can join ROTC & become an officer.
MGIB-SRK (Chapter 1606)	MOS/AOC specific, plus see above (MGIB-SR).	X	X	X		$100, $200 or $350 Monthly	MGIB-SR augment package.
Student Loan Repayment Pgm (SLRP)	Prior student loan in good standing; remain qualified in MOS during initial enlistment.	X	X	X		$10,000 or $20,000	15% of loan or 1.5K per year, up to 10K; 3K per year, up to 20K for some job skills.
Army Tuition Assistance	Make request. Must be in AR.	X	X	X		$4,500 per year	Apply to classroom, Internet, and correspondence Crs.
REAP (Chapter 1607)	Served on active duty on or after 9/11 2001 for 90 consecutive days under Title 10.	X	X		X	Up to $25,312.32 for five years	Benefit is a percent of MGIB based on tour length in Iraq, Afghanistan, etc.

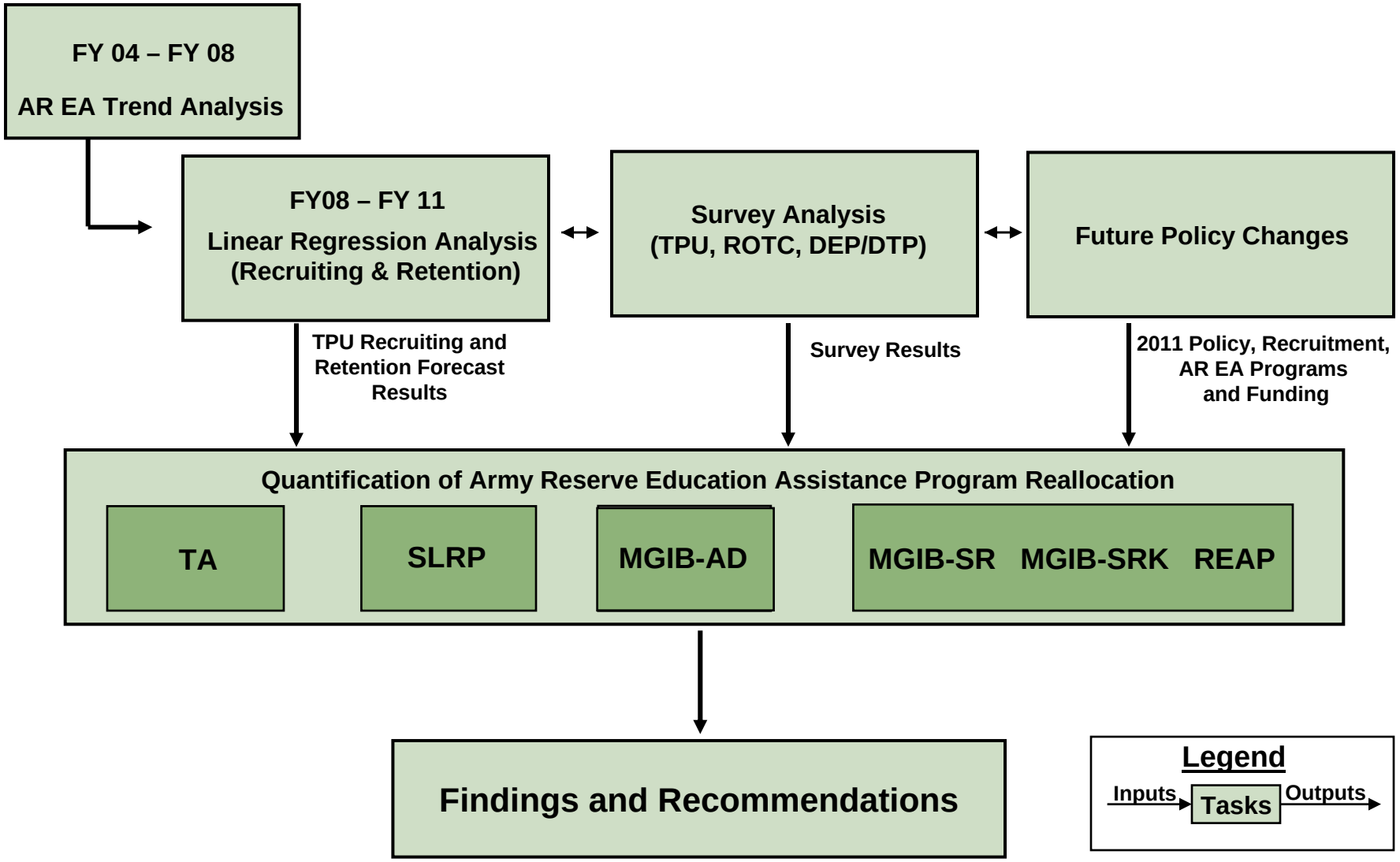
REAP: Reserve Education Assistance Program; MGIB-SR: Montgomery GI Bill – Selected Reserve; SRK: Selected Reserve Kicker; OFF: Officer; EM: Enlisted Member; Svc: Service; and Crs: Course.

Global Analysis Approach

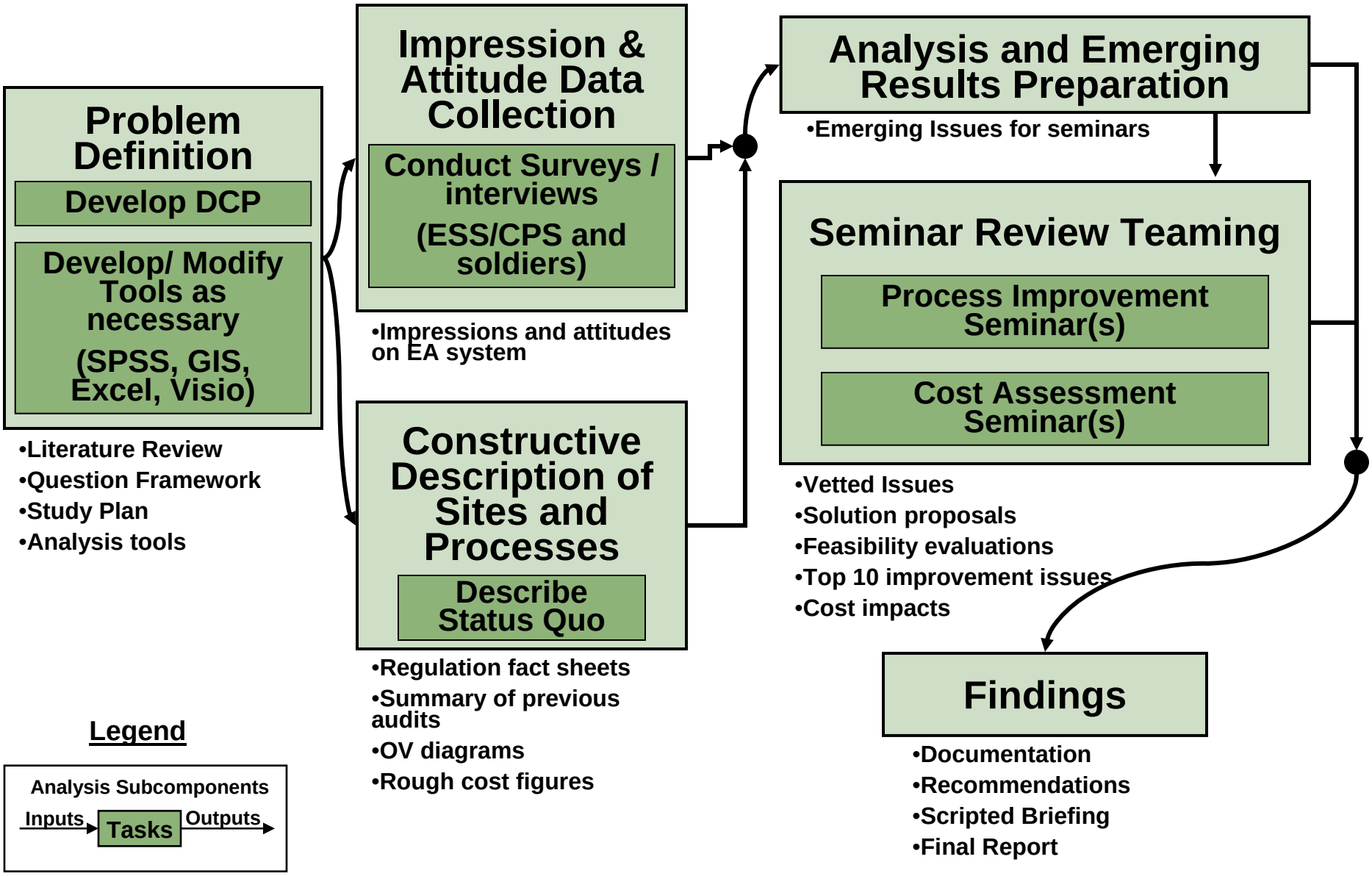




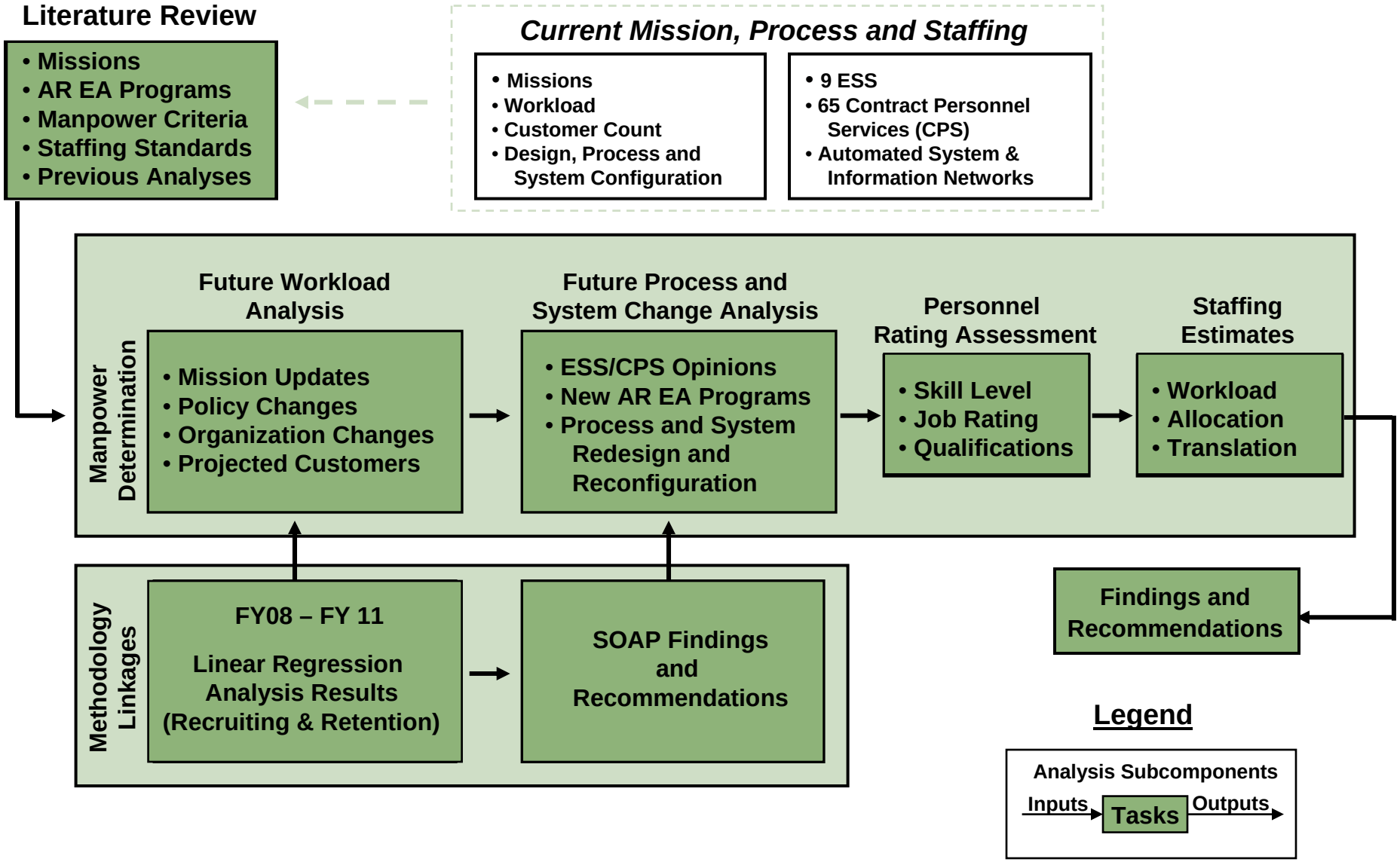
AR EA Trend & Forecasting Methodology



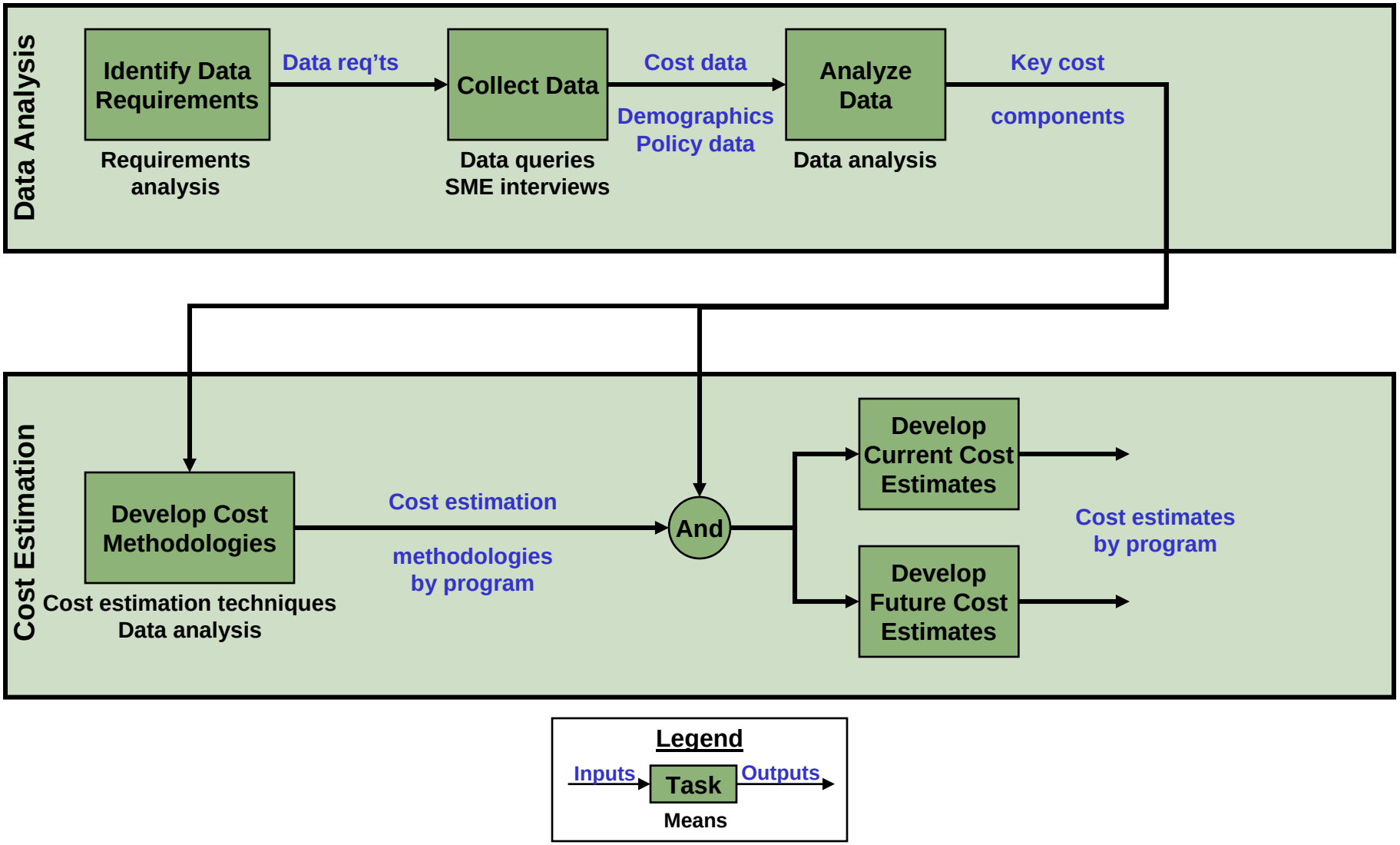
Streamlining of AR-EA Processes (SOAP) Methodology



Manpower Requirements Methodology



AR EA Cost Estimation Methodology



Tentative Emerging Insights

(Based on Literature Review)

- **The impact of and relationship between VA administered EA programs (e.g., MGIB) on AR recruiting and retention should be examined.**
- **TPU Soldiers appear to have few resources for determining eligibility for VA administered programs and for acquiring local assistance to satisfy the administrative and execution aspects of these entitlements (e.g., eligibility, application, and payments).**
- **Because the details of the AR EA programs change over time, deliberate and recurring training on AR EA programs may be required for recruiters, unit administrators, ESS, and CPS to ensure they maintain current knowledge about the details of these programs.**
- **Current TA invoice practices with supporting colleges appear to consume a significant amount of time and may benefit from deliberate automation where possible.**
- **Within WEBS, it may be useful to add a feature that helps a Soldier isolate on the AR EA programs (to include the VA administered MGIB) for which he/she is eligible, without having to investigate the entire suite of AR EA programs and negotiate the entire suite of automated information and process sources.**

AR EA Study Point of Contact

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Backup Slides

Progress to Date

- **Completed core plans and documents: Study Plan, Data Collection Management Plan (DCMP), data request, and one-stop AR EA Fact Sheets.**
- **Developed master question set for the three opinion surveys that will be administered and analyzed in support of this study (i.e., TPU, ROTC Cadets, and DEP Applicants).**
- **Received a portion of the data needed to conduct trend analysis of AR EA programs to enable forecasting.**
- **Developed draft ESS/CPS interview questions and disseminated introductory email and briefing presentation to initial POC set.**
- **Developed detailed methodologies for major components of study.**
- **Coordinated with U.S. Army Accessions Command for recruiting data.**
- **Completed successful assistance visit with a representative from USARC-G1, conducting a robust information exchange and orientation on WEBS and associated networked programs and databases, and continue to coordinate for remaining data.**

Road Ahead

- **Acquire the remaining data needed to conduct analyses.**
- **Complete coordination with US Army Accessions Command, CADET Command and Military Entrance Processing Command.**
- **Complete trend analysis of AR EA Programs (FY04-FY08).**
- **Administer surveys to TPU Soldiers, ROTC Cadets, and DEP Applicants, and conduct site visit interviews with selected ESS, CPS, and Unit Administrators.**
- **Develop and administer ESS and CPS survey; conduct process and streamlining analyses; and manpower requirements determination.**
- **Conduct abbreviated ESS site visits to: (a) observe administrative processes; (b) determine process and information networks; (c) identify interfaces with automated capabilities; (d) identify workload sources; and (e) quantify workload.**
- **Conduct survey, regression, and SOAP analyses and synthesis.**
- **Conduct cost analysis at AR EA program level (current and future).**
- **Answer study questions and develop emerging results briefing.**

Note: For estimated progress timeline see slide # 10 of this presentation.