

# DANTES INFORMATION BULLETIN

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WORLDWIDE EDUCATION SUPPORT TO THE  
DEPARTMENT OF DEFENSE



WWW.DANTES.DODDED.MIL

## TCO Portal exam retest tips for testing personnel

The DANTES TCO Portal (<https://dantestcoportal.prometric.com>) is a valuable tool when working with Service members, particularly when the client is interested in credit-by-exam tests. By reviewing the client's credit-by-exam test history in the TCO Portal prior to scheduling an exam, testing personnel can check to see if the client has previously tested on the same exam. The TCO Portal lists all exams funded by DANTES since FY 2004. This is most helpful since the change in policy regarding funding of retests on previously DANTES funded CLEP, DSST or Excelsior exams of the same title was enacted December 2010.

For example, if a Military member took a DANTES funded CLEP General College Mathematics (whether paper-based or computer-based) and needed to retest, he or she would have to pay the full cost of the retest, plus any administration fees if taking the exam at a National Test Center. Regardless of the funding method, examinees must still wait the prescribed waiting period before retesting.

To review the Military client's history, testing personnel should check the TCO Portal section called "Inquiry" and then "Candidate Exam Inquiry" before every Military test administration. This area posts all funded paper- and computer-based exams, by program, that the client has taken since FY 2004. The Candidate Exam Inquiry screen (see Fig. 1) in the portal allows the user to enter the client's last name, last four digits of the SSN, and the test program: CLEP General, CLEP Subject, DSST, ECE and eCLEP.

The screenshot shows the 'Candidate Exam Inquiry' page of the DANTES TCO Portal. At the top, it says 'You are logged-in as Alternate TCO for 1010 - GERMANY SCHWETZINGEN DANATES'. Below that is a search bar with 'Candidate Exam Inquiry' and a dropdown menu labeled 'Test Program \*'. The dropdown menu contains several options: 'CLEP General' (which is selected), 'CLEP Subject', 'DSST', 'ECE', 'eCLEP', 'GRE', 'Praxis', and 'SAT'. There are also 'SEARCH' and 'RESET' buttons.

Fig. 1: Sample screen of the Candidate Exam Inquiry showing Test Program drop down menu.

Different forms of the DSST and Excelsior exams have both digits and letters in the exam code. Only the three digits matter (see Fig. 2). For example: a Military client wants to take the DSST exam 474 "Ethics in America." A check of the DSST section lists SF 474, SH 474 or SI 474. This shows that the Military client has already received DANTES funding for the 474 series exam and, therefore, would be a full pay client if taking a retest.

The screenshot shows a table titled 'Exam Code' and 'Exam Date'. The first row shows 'SF833' and '08/28/2003'. Below the table is another table with the same structure, showing one row with 'SF833' and '08/28/2003'.

Exam Code	Exam Date
SF833	08/28/2003

Exam Code	Exam Date
SF833	08/28/2003

Fig. 2: Sample screen of the DSST Program exam list.

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Demetra B. Malone  
Examinations  
Program Manager

## EXAMINATIONS NEWS

### Pensacola Sailor became exam-master in spare time

**U**.S. Navy sailor HM3 Jordan Smith decided that his free time during barracks support duty was best spent earning college credits. From July to November of 2009, Smith earned 110 credit hours taking CLEP and DSST exams. The college level exams are primarily in general education categories with credit accepted at nearly 3,000 colleges and universities.

After earning these credits, Smith attended Navy school in Great Lakes, Ill., then returned

to Pensacola, Fla., as a Hospital Corpsman in November 2010. Upon his return, he earned another six credit hours, bringing his total up to 116 hours. Smith plans to earn a bachelor's degree in nursing.

"A bachelor's degree is typically 120 hours and Smith earned 110 in five months," stated Joel Menges, National Test Center Coordinator on board Naval Air Station Pensacola (NASP). Menges said, "HM3 Smith earned high scores on all his exams which is noteworthy considering pass rates for CLEPs and DSSTs are about 50 percent."

**"While many of my barracks mates were goofing off on their free time, I was studying."**  
**HM3 Jordan Smith**

For eligible military personnel, DANTES will fund each exam title once, that is a total of 88 exams for free. College credit-by-exam is an excellent way for Service members to jump start their education. It not only saves time, but money as well. It is especially valuable to those who want to leverage all of the resources available to earn college credit, including Tuition Assistance.

Some National Test Centers offer Pearson-Vue Certification Testing, and are open to military family members, military retirees and DOD civilians on a fee basis. For those who are eligible, test fees are refundable through the G.I. Bill.

To learn more about credit-by-exam testing, call DANTES Exams at (850) 452-1111 ext. 3123 or DSN 922-1111 ext. 3123, or e-mail [exams@navy.mil](mailto:exams@navy.mil).



HM3 Jordan Smith at his home-away-from-home: the NAS Pensacola, Fla., Testing Center.

### SAT Form 63 cutoff date is June 30, 2011

**T**est Control Officers (TCOs) are reminded that the last day to administer the current year Scholastic Aptitude Test (SAT) Form 63 is June 30, 2011. DANTES test sites may continue to use SAT Form 63 until the June 30 cutoff date.

SAT exams administered from July 1 to September 30 will not be scored. TCOs should inform potential examinees of ACT availability during this period.

TCOs must return all SAT Form 63 examinations immediately after June 30. The SAT form for use during

2011-2012 may be ordered at the same time, but it will not be shipped until the test center's entire inventory of FY11 SAT testing materials are received by the testing agency.

The new SAT will be shipped in September 2011. Test centers may resume SAT administration after October 1. A new 2011-2012 DANTES/SAT Examiner Manual will provide instructions for the SAT Examination. Send questions about the SAT to [exams@navy.mil](mailto:exams@navy.mil).

## Excelsior College examinations changes and news

### Administrative changes:

The Excelsior College American Dream (460) exam will be retired effective June 30, 2011. The last opportunity for candidates to take this exam in paper format will be during the June 17, 2011, National Test Date period. The American Dream exam will be available via computer-based testing (CBT) with full DANTES funding through June 30, 2011. Any exams administered after June 30, 2011 will not be eligible for scoring.

The last opportunity for candidates to take the Excelsior College English Composition (434) and Research in Nursing (537)

exams in paper format will be during the Aug. 19, 2011, National Test Date period. Both of these exams will be available via CBT with full DANTES funding through Sept. 30, 2011.

Request any paper copies of these non-stocking exams through the established exam ordering process. Return all copies of the exam and its supporting materials to Excelsior College immediately at the conclusion of the testing period.

### ECE funding news:

DANTES funding will no longer be available to pay exam fees for Excelsior College Examinations

(ECEs) effective Oct. 1, 2011. Service members who require an ECE should contact their local education office to determine if their respective Service branch provides Tuition Assistance (TA) funding for the ECE. Excelsior also offers the UExcel Examination program which may qualify for TA. Visit [www.uexceltest.com](http://www.uexceltest.com) for additional information about the UExcel program.

For questions, contact DANTES Exams at:

- » 850-452-1111 ext 3245
- » (DSN) 922-1111 ext 3245
- » [exams@navy.mil](mailto:exams@navy.mil)

## TCO Portal tips

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CLEP exams have three categories: CLEP General; CLEP Subject; and eCLEP. Testing personnel must check all three categories before scheduling a Military client for a CLEP exam.

General and Subject CLEP test codes are formatted differently than eCLEPs test codes. General and Subject test codes have five digits, while eCLEP test codes have two. However, the first two digits of all three CLEP exam types provide the information Testing personnel need to verify if the Service member has taken the exam previously.

For example, a Service member wishes to take the CLEP General Math exam. Testing personnel will check both the CLEP General and eCLEP inquiry windows to verify if DANTES funding had been previously used. If results show either CLEP General Math exam code 07030

Exam Code
07030

Fig. 3: Sample screen of a CLEP General Exam Code.

Exam Code
07

Fig. 4: Sample screen of an eCLEP Exam Code.

or eCLEP exam code 07, then the client is ineligible for additional DANTES funding for this exam (see Fig. 3 and Fig. 4).

It can be time consuming to switch between screens and the DANTES Examination Program Handbook (DEPH) to interpret the codes for CLEP, DSST or Excelsior exams. To make this more convenient, conversion sheets identifying the codes have been posted on the TCO Portal main page under the "User Manual & DIB" tab.

In the very near future look for some user friendly changes to the Candidate Inquiry screen. All exams will be reported with the test title next to the test code and CLEP exams will be listed in one area. These changes will make it easier and faster to review the test history of the Military client and avoid an invalid retest.

For more information, e-mail [exams@navy.mil](mailto:exams@navy.mil).



Kiwanis Short  
Distance Learning  
Program Manager

## DISTANCE LEARNING NEWS

### Distance learning update

Can distance learning be a positive education experience and provide a worthy education? That's an emphatic YES! Online education has been providing learning opportunities for over 15 years. Distance learning has become a normal part of our educational culture and we should embrace this opportunity.

Based on a survey conducted by the Sloan-Consortium and Babson Survey Research group in the fall of 2009, they reported "the total number of online students has soared to 5.6 million students." Often, online courses are thought of primarily in the for-profit arena. However, according to the survey, "74.9 percent of public colleges reported online education as critical to their long-term strategy" for success.

Since there is a good chance online education will be part of a Service member's education, it is critical

to select an institution that meets their needs. Listed are some areas one should investigate when choosing a school:

- » What type of technology do they employ?
- » What are the technology requirements for students?
- » What types of support is available if the student has questions?
- » Can they provide the student with specific information about their online programs?

Coming soon on the DANTES home page will be an online self-assessment to help students determine what skill sets they already possess or that they need to improve upon to help ensure their success as a student enrolled in online courses. Education center counselors will also be provided information to assist students in interpreting the results.

Stay tuned - more distance learning tools are coming.

### Academic professionals visit CNATT

The American Council on Education (ACE) brought an academic team May 16-18, 2011, to the Center for Naval Aviation Technical Training (CNATT), Pensacola, Fla., to review military training and experiences for recommended college credit for military members. The team reviewed 15 different CNATT courses and the AT (Aviation Electronics Equipment Technician) and AS (Aviation Support Equipment Technician) ratings.

The team consisted of academic professionals from accredited colleges and universities from Indiana, Michigan, Texas, Louisiana, Tennessee, and North Carolina. They were the Subject Matter Experts with backgrounds in aviation, management, economics, electrical engineering, and sports management. The team identified skills, competencies, and knowledge for training courses and military occupations, and interviewed military members in their review.

ACE, through a contract managed by the Defense Activity for Non-Traditional Education Support (DANTES) at Saufley Field, Fla., conducts reviews by the civilian education community of the training courses, service occupations, and other training experiences offered by the military services for recommended vocational, lower division, upper division, or graduate level college credit. These credit recommendations are used

by colleges and universities to assess and apply the recommendations toward Service members' college degrees.

Service members can see how much credit is recommended for their training by going to their Service Web sites:

- » Navy and Marine Corps: <https://smart.navy.mil>
- » Army: [www.aarts.army.mil](http://www.aarts.army.mil)
- » Coast Guard: [www.uscg.mil/hq/cgi/eso/college\\_assistance/transcripts.asp#3](http://www.uscg.mil/hq/cgi/eso/college_assistance/transcripts.asp#3).

For more information on programs sponsored by DANTES, visit [www.dantes.doded.mil](http://www.dantes.doded.mil).



Above: Two ACE team members review CNATT courses for recommended college credits.



## DISTANCE LEARNING NEWS (CON'T)

### New schools affiliated with DANTES:

**DANTES Catalog  
of Nationally  
Accredited  
Distance Learning Program**



**Abraham Lincoln University**  
3530 Wilshire Blvd.  
Suite 1430  
Los Angeles, CA 90010  
213-252-5100  
Tollfree: 866-558-0999  
Fax: 213-252-5112  
E-mail: [admissions@alu.edu](mailto:admissions@alu.edu)  
Internet: [www.alu.edu](http://www.alu.edu)  
Accreditation: Distance Education and Training Council  
First Professional Degree:  
Juris Doctor (J.D.)

### DANTES Independent Study Catalog



**Northern Michigan University**  
1401 Presque Isle Avenue  
Marquette, MI 49855  
906-227-2650  
Tollfree: (800) 682-9797  
Fax: (906) 227-1747  
E-mail: [admiss@nmu.edu](mailto:admiss@nmu.edu)  
Internet: [www.nmu.edu/onlinelearning](http://www.nmu.edu/onlinelearning)

North Central Association of Colleges and Schools, Higher Learning Commission

### DANTES External Degree Catalog



**Kennesaw State University**  
Political Science and International Affairs  
1000 Chastain Road  
Building 22 - Room 5047  
Kennesaw, GA 30144  
(770) 423-6499  
Fax: (770) 423-6312  
E-mail: [msipm@kennesaw.edu](mailto:msipm@kennesaw.edu)  
Internet: <https://web.kennesaw.edu/internationalpolicy/>

Southern Association of Colleges and Schools  
Master of Science in International Policy Management



**Angelo State University**  
ASU Station #10922  
Hardeman Building, Room 202  
San Angelo, TX 76909-0922  
(325) 486-6682  
Fax: (325) 942-2544  
E-mail: [css@angelo.edu](mailto:css@angelo.edu)  
Internet: [www.angelo.edu/css](http://www.angelo.edu/css)  
Southern Association of Colleges and Schools

**Bachelor**  
Bachelor of Border Security  
Bachelor of Cultural Competence and Security Studies  
Bachelor of Cultural Fluency and Security Studies

**Master**  
Master of Security Studies  
Master of Science in Border Security

### June in U.S. history:

**3, 1808:** Confederate president Jefferson Davis born.

**5, 1968:** Robert F. Kennedy shot in L.A. following his California presidential primary victory. He died the following day, at age 42.

**6, 1872:** Susan B. Anthony was arrested, tried and fined \$100 (which she refused to pay) for voting in a presidential election.

**6, 1944:** D-Day began at the beaches of Normandy, involving over 1.5 million soldiers.

**6, 1755:** American patriot Nathan Hale born, known for saying "I only regret that I have but one life to lose for my country" as he faced the gallows as a spy in 1776.

**8, 1867:** Frank Lloyd Wright born, considered the most influential architect of his time.

**11, 1913:** Vince Lombardi born. He coached the Green Bay Packers, to 5 NFL titles and 2 Super Bowls

**12, 1924:** George Bush, 41st U.S. President, born.

**14, 1951:** Univac 1, the world's first commercial electronic computer, was installed at the Census Bureau.

**17, 1972:** A seemingly routine burglary in the Watergate complex began chain of events leading to the resignation of President Nixon in 1974.

**18, 1983:** Dr. Sally Ride, physicist and pilot, became the first American woman in space.

**25, 1876:** Gen. George Custer led 250 men to their deaths at the Little Bighorn river.

**25, 1950:** The Korean War began.

**28, 1919:** Treaty of Versailles was signed, ending WWI

## Welcome aboard to new DANTES team member



Candice A. Rice joins DANTES June 6 as the new Counselor Support Program Manager. She was previously the Director of the Navy College Office, Guantanamo Bay, Cuba.

Rice began her civil service career in 1988, at Naval Station San Diego, as a GS-3 Clerk Typist working in the Administrative Typing Pool. Shortly afterward, she relocated back to Pensacola, Fla., where she spent the next seven years working for various Navy commands.

In 1995, Rice began her career in voluntary education. First hired as the Department Secretary, Voluntary Education Department, at Saufley Field in Pensacola, Fla., she later transferred, as an

Education Technician, to the Navy College Office in Pensacola. In February 2007, she transferred to Naval Operational Medicine Institute (NOMI) as Training Officer.

Then, in June 2007, she was selected Director, Navy College Office, Guantanamo Bay, Cuba. As the only education specialist on the island, she provided education guidance and counseling, testing, and tuition assistance to over five thousand Sailors along with Service members from all branches of service, family members, and local community members.

Welcome to the DANTES team, Candice!

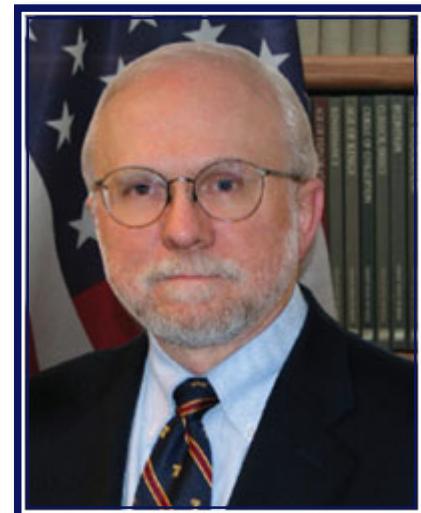
## Gary Woods retires again

At the end of June 2011, Gary Woods will be retiring as Vice Chancellor of Military and Veterans Affairs at Brandman University. Woods has 39 years of senior leadership experience at the university, installation, major command and DoD levels of operation. He has worked on college campuses, on Marine, Army, Navy and Air Force installations in the U.S. and overseas. This included positions as a campus director and adjunct professor for Chapman University; guidance counselor, curriculum specialist, and branch chief for Army Continuing Education; education specialist for the Army Recruiting Command; and base education and training director, major command education staff member, major command director of plans and

programs and eventually director of major command education and training for the Air Force. His final assignments were in the Pentagon as the Chief of DoD Voluntary Education and then Director of DoD Educational Opportunities.

Woods earned bachelor's and master's degrees in European history from Wichita State University; a master's degree in Education from Chapman University; and was awarded an honorary doctorate in Higher Education Administration by Park University. He is also a graduate of Air War College and the Federal Executive Institute.

Woods has been key in the expansion of the state ACMEs, has served as President of CCME and is currently the President-Elect of the National Association of Institutions



for Military Education Services (NAIMES).

In retirement, Woods will continue teaching college-level history and will assist institutions in assessing and fine-tuning programs for the military community.

## Big book of college majors is new and easy to use

### 50 Best College Majors for a Secure Future (DANTES Stock #2433)

This is a new item in the DANTES reference materials inventory. The 50 college majors listed in this book lead to jobs that emphasize the highest earning and the highest demand for workers.

If you like lists, you will like this book. It contains lists of majors linked to secure jobs with the best pay, the fastest growth, and the most job openings. There are also lists of college majors arranged by demographics, education, personality type or by career clusters.

This book is more than just lists, however. It includes information on typical sequence of college courses, specializations in the major, career snapshot, related secure jobs and much more.

Military Education Centers - order your copies now! Send an e-mail to [dist@navy.mil](mailto:dist@navy.mil). Provide item Stock number, DANTES ID number, and quantity (limit is 20 per 3 months).



#### Mystery Quote

“Education is not preparation for life; education is life itself.”

If you know who said this,  
let us know at  
[pubs@navy.mil](mailto:pubs@navy.mil).

The first correct responder will  
get his or her name published in  
the next DIB.

Sue B. Riley,  
U.S. Coast Guard Institute,  
was the first to identify the  
author of last month's quote as  
Abigail Van Buren (Dear Abby).

Great job!

# FROM THE DESK OF THE SENIOR ENLISTED ADVISOR



HMCM (FMF/SW) David Acuff  
Senior Enlisted Advisor

Last month, I wrote about the military enlisted promotion system and how pursuing voluntary education can make the difference in the final aggregate of advancement points. In this article I want to share three specific promotion success stories that resulted, in part, from voluntary education.

Ray, Brandon and Melissa all happened to belong to the same command and their respective promotions occurred in three consecutive advancement cycles. Their command was dedicated to warrior development and self-improvement of its Service members. The success of these individuals can be credited partially to their command leadership, which had embraced the significance of fostering a work environment that emphasized job accomplishment, career/professional development and achievement of voluntary education goals. With stated priorities of: work first, advancement preparation second and voluntary education third, members of the command understood the emphasis placed on a college education. The command was so committed to helping their members attain their educational goals that they were able to modify work schedules so that members could take day classes when needed and then let the member work evening shifts.

Melissa needed a class to finish her bachelor's program, which was only offered during the day at a local college, and was able to take advantage of a modified work schedule that accommodated her needs. She finished her degree and was waiting on her diploma when she took her advancement exam. Unfortunately, when the results of the advancement cycle were

announced three months later, Melissa learned that she had missed the cut-off cumulative promotion score by less than a point. However, since she had already completed her bachelor's degree, her branch of service was able to award her two points retroactively since the completion date of her degree was prior to the test cycle.

Both Ray and Brandon shared almost identical outcomes during the next two promotion cycles. While they both missed their advancement cut-off scores by less than two points they were able to subsequently promote to E6 based on completion of their own college degrees prior to the test dates. You can imagine how their promotions further encouraged their peers to seek a college education.

If you are looking for more promotion points, consider enrolling in some college classes. By adding promotion points for education the military encourages Service members to continue their education while still serving. Today, investing in your future will cost you little to nothing. To have almost no out-of-pocket costs, consider using the DANTES CLEP and DSST examination programs, Tuition Assistance and the 9-11 G.I. Bill. Also, remember that there may be other unique opportunities offered to help you pursue your educational goals, like credit recommended for your military training or job.

Go see your education counselor today and learn about the numerous opportunities available. Don't have a counselor??? Contact DANTES or myself and we will get you pointed in the right direction. Don't delay - enroll in a college course today and increase your opportunity for promotion. Until next time, keep up with DANTES on Facebook ([www.facebook.com/DANTES.DoD](http://www.facebook.com/DANTES.DoD)) or contact me at [ea@navy.mil](mailto:ea@navy.mil). I would enjoy hearing from you.

## Other VoIEd news in the world...

### Task Force Currahee opens FOB Sharana's new education center

<http://www.cjtf101.com/en/regional-command-east-news-mainmenu-401/4471-t>

### U.S. Forces-Iraq Deputy Commanding General for Advising and Training recognized 17 team members for post-secondary education achievements

<http://www.dvidshub.net/news/70249/deployed-advisors-trainers-earn-education-honors>

### Soldier passes 18 CLEPs and DSSTs to earn degree

<http://www.army.mil/-news/2010/04/14/37325-soldier-receives-degree-using-clep/>

# FROM THE DESK OF THE RESERVE COMPONENT ADVISOR



**Lt Col Eurydice Stanley**  
Reserve Component Advisor

What would you tell yourself to do if you could go back in time? Complete a degree? Travel the world? The options are limitless!

Last month I had the distinct honor of providing the commissioning speech for the newest officers in the United States Army at Florida Agricultural and Mechanical University (FAMU), my alma mater. As I wrote my speech, I realized that in August it will have been 25

years since I attended FAMU as a freshman! Essentially, I was being given the opportunity to speak to myself as a new officer. This opportunity provoked much thought and consideration...what message would reach these young, idealistic Soldiers?

My primary message provided the students and their families a brief overview of the current fast paced operational environment of the Army. I reminded them that we face not only battles on the field of war, but also looming budget battles. If a smaller army is in our future as predicted, then leadership development will be more critical than ever. I encouraged the new officers to be well versed on our Army Leadership field manual (FM 6-22). It outlines Army leadership doctrine and provides an in-depth overview of the BE-KNOW-DO concept, key factors of Army leadership.



**Above:** New U.S. Army officers take their oath at FAMU commissioning ceremony in April 2011.  
Photo courtesy of James Moran

Of course, I espoused the importance of continuing their education, not solely because I am the new DANTES Reserve Component Advisor (RCA), but because I have promoted the pursuit of education throughout my career. I asked that they pledge to enroll in a master's program within six months of reporting to their first duty assignment since there is no point in putting off an eventual requirement. The officers would be well

advised to return to school while they are still accustomed to researching, writing papers and testing!

However, for those Service members who have been out of school for a significant period of time, there are many tools available for you (and your family) on the DANTES Web site. For example, the Online Academic Skills Course (OASC) provides practice to improve your academic performance in verbal and math courses. There is also an assessment available that will help you determine your potential success in distance learning if you are considering an online degree. Don't let time away from school be a deterrent to pursuing your goal.

Although I entered active duty with my master's, I obtained my doctorate while on active duty, which translated into many late nights, early mornings, and traveling TDY with one bag for clothes and others for books. I know that my degree is very much due to the support of an incredible team who believed in me and supported my success. I speak from experience - it can be done! You can obtain your degree while on active duty and juggle a million responsibilities at once if you set your mind to it – I am a living witness!

Time for an honest assessment - do you have an educational goal that has yet to be accomplished? Do you lament over the time that has gone by, thinking of the degrees you could have completed over the years? Stop! Yesterday is gone – take action today to realize your goals! While I was on FAMU's campus, we laid a wreath in honor of alumni who passed this year. Don't let a dream die!



**Above (l-r):** Lt. Col. Stanley and Master Sgt. Pitt lay a wreath for fallen FAMU alumni.  
Photo courtesy of Keith Pope

I had to look back in time to prepare for my speech to the new officers, but now, I'm asking you to predict the future - where will you be twenty years from now? Take the first step to better your tomorrows today!

Contact the DANTES RCA at [rca@navy.mil](mailto:rca@navy.mil).

## DANTES and VoIEd world mourn the loss of one of their own

Carol Thompson began her career as an educator following the completion of a BSED degree from Kansas University in 1967. During the next five years, Carol continued to teach, also completing a MSED degree from Wichita State University and meeting her future husband, Phil Wilkinson. They moved to the East Coast where Phil re-entered the Navy in Norfolk, Va., and Carol continued to teach special education until the Navy sent them to Rota, Spain.

In 1977, Carol began her civil service career as a counselor for the Navy Campus for Achievement in Rota and as a DANTES Test Control Officer, administering exams at Rota, Spain, and Lisbon, Portugal.

Moving back to the U.S. in 1981, she became Director of the Navy College Office at Naval Air Station Oceana in Virginia Beach, Va., where she parlayed the on-base education program into one of the largest in the Navy.

Carol transferred to Saufley Field in Pensacola, Fla., in 1992 to work at the Naval Education headquarters on the Academic Skills and Program for Afloat College Education (PACE) contracts. She then moved to the Navy College Support Branch to manage the contract for contract counselors in Navy College Offices, act as liaison for the DANTES Testing Program, and coordinate administration of Navy Tuition Assistance in the Navy College Offices. She was also the "keeper" of the Daily Operations Guide, a reference that became the central document for Navy College Offices for program management and processes and became the cornerstone of education center operations.

In 2005, Carol accepted a position with DANTES as the Distance Learning Program Manager until 2007, when she took the reins as Department Head for the Education Programs Department. In this position, she supervised the Academic Exams, Credentialing, Distance Learning, and Tuition Assistance Reimbursement (AF Reserve) program managers. During her tenure: the online TCO course was launched; the number of National Test Centers doubled; Air Force Reserve tuition assistance payments were automated; and other achievements too many to list.

During her 33 years as a dedicated educator for the military, Carol made tremendous contributions to the Navy's Voluntary Education Program and then, as a member of the DANTES team, made great strides improving the DoD Voluntary Education Program as a whole. She was recognized an expert in all things



related to voluntary education. Along the way, she touched the lives of countless Sailors, Soldiers, Marines, Airmen, and Coast Guardsmen, helping them to make profound changes in their lives and in the lives of their families. Carol was one of those rare people whose style of leadership, though firm, was always kind. Over the years, she garnered the respect of her colleagues and those she supervised. We at DANTES knew that we could always count on Carol to get

the job done – right, on time, and with a smile. Just prior to her retirement last May, DANTES awarded her the Meritorious Civilian Service award for her service and contributions to the DANTES mission and to the DoD Voluntary Education Program. It was a small tribute to a very successful and stellar career.

Carol and Phil were able to fulfill a few of their plans, by traveling to England and sailing down the Thames in a houseboat. And although there were some misadventures, they still made some great memories.

Carol fought a long and very courageous battle against the illness that sadly took her life earlier this week. She is greatly missed by her family, her friends and her colleagues. The staff at DANTES will always remember Carol fondly and strive to honor her memory by continuing the spirit of superior service she displayed her entire career. Hers was a life well-lived.

Please go to the DANTES Facebook page under Discussions and take a moment to share a story of how Carol touched your life, personally or professionally.



Pictured above (l-r): The "Three Carols" at Thompson's retirement ceremony Carol Thompson; Carol Berry, DANTES Director; and Carol Osborne, former DANTES Deputy Director.

# Web Savvy...

Story by: Sharon Swanke, Education Counselor Aide, U.S. Army Garrison Vicenza, Italy  
(Central Texas College)

An impending transfer often finds Service members glued to the World Wide Web trying to learn more about their future home. Before you ever have a chance to meet them face-to-face, make sure that your education center Web site speaks directly to them and answers as many of their questions as possible... before they have to ask. Your site is frequently the first avenue that Service members follow to learn about your programs and services. Take the time and effort now to make sure that they find what they seek.

## REMEMBER WHEN?

Remember when you didn't know anything about your current community? Take a fresh look at your Web site and see if the content will answer all the questions a newcomer would ask. Your education center Web page content should include:

- » services offered at your education center
- » facilities available at your education center
- » scholarships pertinent to the population you serve
- » phone contact information for both DSN and commercial phone lines
- » street address and physical location on the installation
- » e-mail addresses

## ASK YOURSELF

Ask yourself what is it that makes your education center stand out. Is it:

- » an amazing, dedicated staff?
- » a beautiful facility?
- » outstanding professors?
- » wonderful scholarship opportunities?

Every education center has an element that sets it apart from the crowd. Use your Web site to brag about your education center highlights! If you have the ability to include photos on your Web site, do so! Just keep in mind that your Web page is accessible to everyone.

Make a serious effort to highlight your education center strengths on your Web site.

## GOOGLE IT!

The first step that most people take when looking for information is to use the popular search engine Google. A good starting place for reviewing your online presence is Google search with your education center in the search box. What results are returned? Frequently, a commercial site is the first result. If your official education center Web page isn't the first result, there are steps you can take in order to MAKE it the first result.

First, look at the bottom of the Google.com web results page and click on the link titled "Give us Feedback." Take the time and effort to click on the link and give Google the feedback they are asking for: The .mil Web site is the official Web site of (name of your education center) and our link (official web link) should be the first result on a Google search with these keywords (education center, TA, and Armed Service)." Google states that it will use your feedback to "continuously make Google better."

Second, conduct the same search for about a week. Each day, click through to your site. Google's web crawler counts these clicks and will see that your site is more "active" than the other results for the same search. After enough "through clicks" Google's web crawler should automatically shift your official .mil site to the top of the search results. Without your feedback and diligence, an unofficial site may continue to be the top search result and lead Service members away from your official .mil Web site.

Before we can provide services to our community we must first draw them to the door – both literally and virtually. A polished Web site with current information is your online welcome mat, turning Web viewers into education center users.

## Calling all writers and camera-bugs!

**Ed Centers - do you have a VoEd-related story to share with other education professionals? If so, DANDES is waiting to hear from you.**

**Send submissions to [pubs@navy.mil](mailto:pubs@navy.mil). If sending photos, please include names and a description of the event.**

## Va. ACME teams up with Va. Wounded Warrior Program

On March 22, 2011, in conjunction with its annual conference, Virginia ACME held its inaugural Virginia ACME/Virginia Wounded Warrior Golf tournament at Eagle Haven Golf Course on Little Creek Amphibious Base in Norfolk, Va. The event was a huge success with 90 golfers participating, including 10 Wounded Warriors. Fifteen universities sponsored individual holes and Arnold Palmer donated signed memorabilia for all Wounded Warrior players. Virginia ACME raised \$5,500 for the Virginia Wounded Warrior Program. Immediate past Virginia ACME President George Vukovich presented the donation check to Virginia Wounded Warrior Program Executive Director Catherine Wilson at the Department of Veteran Services headquarters in Richmond, Va., on May 11, 2011. Current Virginia ACME President Michael Midura also attended, along with Paul Galanti, Commissioner of Veteran Services, and Jack Hilgers, Executive Director of the Virginia Veterans Services Foundation.



Pictured above (l-r): Paul Galanti, Commissioner, Virginia Department of Veteran Services; Michael Midura, President VA ACME; Catherine Wilson, Executive Director, Virginia Wounded Warrior Program; George Vukovich, Immediate Past President VA ACME; Jack Hilgers, Executive Director, Virginia Veterans Services Foundation.

## National Test Center opens on Sand Island, Hawaii

Ashford University was selected by Personnel Services and Support Unit (PSSU) Learning Center, Sand Island Coast Guard Station, Oahu, Hawaii, to be their computer-based testing (CBT) provider.

This is one of the latest National Test Centers (NTCs) to come on line and the first Coast Guard Station

Learning Center NTC. CBT is widely implemented in order to help speed the testing process for students and enhances a candidate's testing experience by providing on-site scoring and immediate feedback. Ashford University and NTC counselors are very excited to offer automated testing to Service members and their spouses.



Pictured above: MK2 Clayton Okuma holds up his DANTES CLEP report. He earned 6 college credits for college math. Well done!



Pictured above: (seated l-r) Mary Papillion, Ashford University Development Specialist; Dr. Gary Deckard, Associate Director; Dr. Jim Jeremiah, VP Academic Affairs; (standing l-r) Alan Matsushima, DANTES Far East Advisor; and Kenneth Haight, VP Military Development.

# TESTING CALENDAR

## June 2011

- 6 LSAT (50 United States, Canada and the Caribbean)  
7 LSAT (Europe, Middle East and Africa)  
11 ECE Extended Response (Essay)  
27 LSAT (Asia, Australia and New Zealand)

## July 2011

- 23-27 Praxis\*

## August 2011

- 19 ECE Extended Response (Essay)

### Notes:

- Overseas test sites send orders six weeks before the test date.
- CONUS test sites send orders four weeks before the test date.
- Contractors ship tests to arrive just before the planned test date.

\*Choose only one day to administer. Submit separate Prometric order forms for GRE Subject and Praxis.

[http://www.dantes.doded.mil/dantes\\_web/library/docs/examinations/exams\\_calendar.pdf](http://www.dantes.doded.mil/dantes_web/library/docs/examinations/exams_calendar.pdf)

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