



READINESS AND FORCE
MANAGEMENT

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

2 MAY 2013

Ms. Joyce Smith
Chief Executive Officer
National Association for College
Admission Counseling
1050 North Highland Street, Suite 400
Arlington, VA 22201

Dear Ms. Smith:

Thank you for your letter dated January 4, 2013, with positive comments relating to our Department of Defense (DoD) notice in the Federal Register on November 6, 2012, "Proposed Collection; Comment Request", DoD-2012-OS-0134, for a centralized student complaint system.

We appreciate your commitment to providing our Service members with access to quality postsecondary education and your support of the President's Executive Order 13607, "Establishing Principles of Excellence for Education Institutions Servicing Service Members, Veterans, Spouses, and Other Family Members". Providing Service members the opportunity to continue pursuing their educational goals is a priority for the DoD.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Kringer", is written over the typed name.

Ed Kringer
Director
State Liaison and Education Opportunities

NACAC

National Association for College Admission Counseling

...guiding the way to higher education

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January 4, 2013

Federal Docket Management System Office
4800 Mark Center Drive
East Tower, Suite 02G09
Alexandria, VA 22350-3100

Re: Pilot for Centralized Student Complaint Process, DoD Postsecondary Student Complaint Intake Form for Service Members and Their Families; OMB Control Number 0704-TBD.

To Whom It May Concern:

On behalf of the National Association for College Admission Counseling (NACAC), I write to thank you for your efforts to create a centralized complaint intake system so that service members, veterans and their families ("service members") can report any problems they encounter while trying to utilize their education benefits.

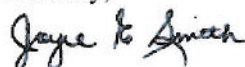
Founded in 1937, NACAC is an organization of more than 13,000 professionals dedicated to serving students as they make choices about pursuing postsecondary education. NACAC is committed to maintaining high standards that foster ethical and social responsibility among those involved in the transition process, as outlined in the NACAC Statement of Principles of Good Practices, which can be found on our website (www.nacacnet.org). Our members include school counselors, independent educational consultants, community-based organizations and counselor educators and college admissions officers, among others.

Throughout our history, we have worked to increase access to higher education and have long supported the education benefits conferred to those who have served our nation in uniform and their immediate family members. Unfortunately, on occasion, service members have encountered problems with utilizing their benefits either due to the complexity of the benefit system, a misunderstanding, an unscrupulous actor or other reasons. Often the service member is unable to rectify the situation on his or her own, which results in the individual being unable to use their benefits. This results in frustration and does not adequately serve those that have sacrificed so much for our nation.

The system outlined in the *Request for Processing and Approval DoD Postsecondary Student Complaint Intake Form for Service Members and Their Families* will help ensure that any issues service members encounter will be resolved quickly. It will also help the Department of Defense and the Department of Veterans Affairs ("Departments") identify colleges or universities that are repeat offenders. Lastly, it may help the Departments identify ways in which the distribution of benefits can be improved. We are pleased that the Departments are moving forward on this initiative.

Again, thank you for your work on this complaint intake system. Please do not hesitate to contact David Hawkins, NACAC's director of public policy and research, at dhawkins@nacacnet.org with any questions about college preparation, admission and enrollment.

Sincerely,



Joyce Smith, CEO