Servicemembers Opportunity Colleges (SOC) Appeals Policy

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Termination of SOC Membership

When an educational institution fails to follow the SOC Degree Network System (DNS), Career and Technical Education (CTE) or Career Pathway Network (CPN) membership criteria, SOC Principles and Criteria, or the DoD Voluntary Education Partnership MOU or current DoD directive, the following will occur:

i. SOC will provide a formal written warning to the institution's SOC Point of Contact (POC) specifying the area(s) of concern and work with the institution to resolve the issue. Typical criteria could include:
   a. Failure to report Student Agreements issued
   b. Failure to honor a Student Agreement
   c. Failure to report annual student graduation data
   d. Refusal to accept transcripted credits from another SOC DNS institution

ii. If the educational institution does not implement corrective action within thirty (30) days, the educational institution will be recommended for removal from the SOC DNS/CTE or CPN.

ii. SOC will submit removal recommendations to OASD. OASD will respond within 30 days if they disagree with the removal. If the contractor receives no opposition, the institution will be removed.

iii. SOC will provide written notification of removal to the institution's SOC POC that includes grounds of termination and outlines the appeals process.

Appeals Process

For termination due to non-compliance with SOC DNS/CTE or CPN membership criteria, and/or SOC Principles and Criteria, the following appeals process is in place:

iii. SOC will provide a written notification to the institution's POC identifying the reason(s) for a membership denial or removal.

iv. An institution who chooses to appeal their membership decision must submit a formal letter to SOC within thirty (30) calendar days from the date that the SOC membership notification was sent. Appeals should be based on extenuating circumstances, errors of fact, or other relevant information to substantiate compliance with membership criteria. The letter will be provided to SOC via the SOC website by selecting the **"Get Help"** link. This letter should include:
   a. School Name
   b. SOC DNS/CTE or CPN network (or requested admissions network)
   c. Supporting information to show compliance with membership criteria, as defined above

v. SOC will inform OASD (via DANTES) when an appeal is submitted and in progress.

vi. SOC will review the letter in conjunction with DANTES and OASD for a final decision within 30 days of submission.

vii. SOC will report the final appeal decision to DANTES and OASD.

viii. SOC will send a letter to the educational institution with a final appeal decision. The letter will explain that a subsequent request from the institution for SOC membership may be reviewed in the future should the disqualifying factors be resolved and the educational institution meets the SOC membership criteria.

Note: The appeals process does not apply to terminations associated with the DoD Voluntary Education Partnership MOU, which are not eligible for appeal. DoD MOU non-compliance issues must be resolved directly with the DoD.