



# Department of Defense Education Activity

## **POLICY MEMORANDUM**

**10-COS-001**  
September 24, 2010

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CHIEF OF STAFF

SUBJECT: Department of Defense Education Activity (DoDEA) Policy for Timeliness

Reference: Under Secretary of Defense (Personnel & Readiness) policy memorandum dated April 13, 2010.

Purpose. This Policy Memorandum implements the requirements of the USD (P&R) Policy for Timeliness memorandum of April 13, 2010, within DoDEA, and defines the requirements of timeliness and quality in the preparation of correspondence by all DoDEA personnel.

Applicability. This Policy Memorandum applies to the Office of the Director, DoDEA; all DoDEA Headquarters personnel; the Director, Domestic Dependent Elementary and Secondary Schools, and Department of Defense Dependents Schools, Cuba (DDESS/DoDDS-Cuba); the Director, Department of Defense Dependents Schools, Europe (DoDDS-E); the Director, Department of Defense Dependents Schools, Pacific, and Domestic Dependent Elementary and Secondary Schools, Guam (DoDDS-P/DDESS-Guam), and all DoDEA Area and District Superintendents, School Principals, Teachers, and Support Staff.

Policy. It is DoDEA policy that providing timely and meaningful responses to the DoDEA constituency is critical to the success of our important mission of educating children. Timely, thoughtful responses also build trust and effective working relationships with our constituency groups, which are diverse and geographically dispersed throughout the world. The following requirements will be met and implemented as follows within DoDEA:

### **1. Timeliness**

- Responses to all inquires will be completed within the timeline established by the tasking authority.

- All actions that result in responses to be signed by the Director, DoDEA, or any higher leadership position, must be processed through the automated correspondence processing system.
- The Action Officer is responsible for allocating sufficient time to coordinate the document within the given timeline, and for alerting coordinating officials that their review will be required and when it is due.
- Reporting requirements established by congressional legislation or requests for information will be completed within the timeliness established by Congress. Pre-Coordinated draft reports will be submitted to the Director, DoDEA, 60 days prior to the date established by Congress. This will allow for review and a coordination period for internal and external stakeholders of 30 days. Fully coordinated Reports are to be submitted to the DUSD (MC&FP) 14 days prior to the date established by Congress.
- OSD-Controlled correspondence will be completed within the deadlines established by the tasking authority. Responses will be prepared with sufficient lead time for proper review by the Director, DoDEA. Lead time is two business days.
- DoDEA-Controlled correspondence will be completed within the deadlines established by the tasking authority. Responses will be prepared with sufficient lead time for proper review by the Director, DoDEA. Lead time is two business days.
- Non-DoDEA-Controlled correspondence will be completed within seven business days of receipt. This includes applicant inquires and any other direct reply correspondence or inquiries.
- DoDEA initiated reviews and audits will be completed within the deadline established by the tasking authority.
- Requests for waivers of overpayments will be completed within 60 days of receipt.
- If there is a delay in the process of coordination that you can not resolve through the appropriate chain of command, please elevate the issue to the DoDEA Chief of Staff or Chief of Executive Services prior to the deadline and they will engage on your behalf.

- Extensions of deadlines will be considered on a case-by-case basis, but they will be granted under limited circumstances. Extensions are approved by the Chief of Staff, Deputy Director, DoDEA, or Director, DoDEA.
- Interim replies are written when the issues require more time than that established by the tasking authority. These replies will be written as soon as possible after receiving the task, not at or near the due date.

## 2. Quality of Work

- Strive for excellence in your written and oral communication. Compassion, sense of service, and competency must be ever-present in your communication.
- Each Division/Office will designate to the Chief, Executive Services, the person in their section responsible for performing quality control on each package going forward to the front office.
- Reports and responses will be prepared with critical thinking, and will clearly and accurately express the DoD or DoDEA position. Responses are expected to be returned to the Action Officer for clarity or improvement no more than one time.
- Formats for correspondence are to be followed. The expectation is that correspondence delivered to the front office is in final product quality, free of grammatical errors, has no typing errors, is properly punctuated and spaced, and is in the appropriate format.

This Policy Memorandum is effective immediately; it shall be converted to a new DoDEA Administrative Instruction within one year.



Marilee Fitzgerald  
Acting Director