



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
WASHINGTON, DC 20380

MCO 1130.65A
MRRP
20 Feb 1987

MARINE CORPS ORDER 1130.65A

From: Commandant of the Marine Corps
To: Distribution List

Subj: Total Force Recruiting Quality Control

Ref: (a) MCO 1130.56B
(b) Guidebook for RS Operations, Volume III
(c) OSO Procedural Guide, Volume II
(d) MCO P1100.72

Encl: (1) Enlisted Recruiting Quality Control Indicators
(2) Officer Procurement Quality Control Indicators
(3) Quality Control Reports
(4) Automated Recruit Management System Quality Control Reports
(5) Quarterly Recruiting Malpractice Report
(6) Marine Corps Recruit Depot Noncohort and Cohort Attrition Telephonic Reports

Reports Required: I. Quarterly Recruiting Malpractice Report
(Report Symbol MC-1137-01), encl. (5)
II. Marine Corps Recruit Depot Noncohort and Cohort Attrition Telephonic Report
(Report Symbol MC-1513-01), encl. (6)
III. Recruiting Station 20 Percent Random Enlistment Data Verification Program Report (Report Symbol MC-1130-20), par. 5(f)

1. Purpose. To establish policy and provide general guidance for Marine Corps total force recruiting quality control.

2. Cancellation. MCO 1130.65.

3. Background

a. Reference (a) states that the Marine Corps Recruit Depots (MCRD) in San Diego and Parris Island are responsible for ensuring that the qualitative requirements directed by the Commandant of the Marine Corps are attained. It also holds the MCRD's responsible for monitoring and measuring the qualitative performance of their respective districts and recruiting stations and for initiating corrective action where appropriate.

b. This Order sets forth broad policy and the basic requirements for operating within that policy. Reference (b) thoroughly discusses quality control procedures to be followed at all levels of the recruiting service. Reference (c) addresses specific procedures for officer procurement. Reference (d) is the source document for recruiting policy. The annual operations plan gives specific guidance on quality standards for the upcoming recruiting year.

4. Information

a. Quality Control

(1) Quality control is an ongoing process with three main purposes. They are:

(a) To ensure only qualified applicants are enlisted, reenlisted, or selected for officer programs;

(b) To detect and prevent recruiting malpractice;
and

(c) To identify and correct weaknesses within the enlistment and commissioning processes.

(2) These purposes are achieved through the combined efforts of recruiters, military entrance processing station (MEPS) liaisons, officer selection officers (OSO's), and personnel at recruiting stations (RS's), Marine Corps districts (MCD's), MCRD's, and the Commandant of the Marine Corps (MR).

b. Recruiter. The term "recruiter", as used in this Order, refers to any member of the Marine Corps, Regular or Reserve, assigned to an "A" or "B" billet, actively engaged in the procurement of nonprior service men and women, prior service Marines, or officer candidates for the Marine Corps or the Marine Corps Reserve.

c. Quality Control Indicators. Several indicators are used to identify quality control problems or, on the positive side, a sound quality control system. Enlisted recruiting quality control indicators are listed in enclosure (1). Officer procurement quality control indicators are listed in enclosure (2).

d. Recruiting Malpractice

(1) Malpractice is defined as any action in violation of established laws, regulations, policies, or directives which was perpetrated by any member of the recruiting service to qualify an unqualified applicant for enlistment, reenlistment, or commissioning in an officer program.

(2) Malpractice is also defined as any action taken by any member of the recruiting service to lessen the degree of a disqualification existent in an applicant's record (i.e., telling an applicant to say he smoked marijuana 15 times instead of the 50 times to which he originally confessed).

e. Recruiting Malpractice Investigation

(1) Initiated by an RS commanding officer, district director, or commanding general MCRD when a malpractice allegation is made against a member of the recruiting service or when computer-generated reports or other sources indicate a possibility of recruiting malpractice.

(2) Conducted by a commissioned or warrant officer, by a senior staff noncommissioned officer, or by a mature civilian employee of the Department of the Navy.

f. Recruiting Malpractice Allegation

(1) An assertion made by any person that a member of the recruiting service has violated recruiting policies, laws, regulations, or directives to enlist or commission an unqualified individual by falsification of qualifications. An allegation must be supported by a preponderance of evidence to be considered substantiated.

(2) The following examples are provided:

(a) Malpractice - A 17-year-old poolee tells his recruiter's Noncommissioned Officer In Charge that his parents refused to sign the Application for Enlistment into the Armed Forces of the United States (DD Form 1966), so the recruiter forged the parents' signatures. This is malpractice because the recruiter clearly violated enlistment regulations by forging the parents' signatures to enlist an unqualified applicant.

(b) Not malpractice - Recruit tells MCRD staff that his recruiter while driving him home in a government vehicle stopped at a bar to celebrate the recruit's enlistment. This is not malpractice because the recruiter involved did not violate any regulations to enlist an unqualified individual. The regulations violated were unrelated to enlistment criteria.

20 Feb 1987

g. Reports. Enclosure (3) discusses required reports, enclosure (4) outlines Automated Recruit Management System (ARMS) Quality Control Reports, and enclosure (5) explains the Quarterly Recruiting Malpractice Report. Enclosure (6) explains information required for the MCRD Noncohort and Cohort Attrition Telephonic Report. All other quality control reports are automated and are explained in reference (b).

5. Policy

a. Quality control indicators will be used to assess the performance, as it relates to quality, of recruiters and recruiting stations.

b. Recruiting service personnel convicted of malpractice will be relieved from recruiting duty. Sample relief package formats are contained in reference (b). Requests to retain on recruiting duty personnel guilty of malpractice must be submitted through the chain of command to the Commandant of the Marine Corps (MR).

c. The Commandant of the Marine Corps (MR) is responsible for final interpretation of enlistment criteria.

d. The recruiting regions will conduct and take appropriate action whenever results of the following indicate fraudulent or erroneous enlistments:

(1) General Technical (GT) Variance testing.

(2) Urinalysis testing to detect drug usage.

(3) Post-Enlistment Disclosure interviews.

(4) Regular quality control inspections at districts and recruiting stations.

e. Recruiting regions will monitor the Pseudo Armed Forces Qualification Test (PAFQT) Report. When problems are detected, appropriate corrective action will be initiated.

f. Twenty Percent Random Enlistment Data Verification will be conducted at every recruiting station.

(1) Weekly, the RS operations Officer randomly selects 20 percent of all new contracts and reverifies educational status and police records of those contracts.

(2) The results are recorded on the 20 Percent Random Enlistment Data Verification Report Sheets. A recapitulation of the results is reported monthly to the appropriate MCD staff section. Chapter 7 of reference (b) explains specific procedures to be followed.

g. Recruiting stations will initiate an Entrance National Agency Check on every new enlistee.

h. The MCRD Recruiting Quality Control Situation Report (SITREP) will be compiled on a weekly basis and sent to recruiting stations and districts within respective recruiting regions. Reference (b) discusses specific information to be included in the SITREP.

i. Recruiting regions maintain the responsibility to ensure quality control training is conducted at all subordinate levels of the recruiting command.

6. Action

a. Commanding General, MCRD's/Recruiting Regions. Develop and maintain strict quality control procedures for use at the MCRD, MCD, and RS levels in consonance with this Order and with reference (b). Monitor all ARMS-generated Quality Control Reports and take corrective action when necessary.

b. Commandant of the Marine Corps (MR). Ensure a comprehensive evaluation of Marine Corps recruiting quality control efforts is being conducted on a regular basis.

7. Recommendations. Recommendations to improve or to modify this Order are invited. Such recommendations should be forwarded to the Commandant of the Marine Corps (MRRP) via the appropriate chain of command.

8. Reserve Applicability. This Order is not applicable to the Marine Corps Reserve.



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By direction

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20 Feb 1987

ENLISTED RECRUITING QUALITY CONTROL INDICATORS

1. The indicators listed below are to be used to evaluate the enlisted quality control effort at the recruiter, recruiting sub-station, recruiting station, Marine Corps district, or Marine Corps recruit depot levels. Arbitrary standards are not listed. All indicators must be viewed from a comparative standpoint, taking into account various factors that are unique in every situation, best determined by the commander.

a. Processing and Contracting Indicators

- (1) Mental test failure rate.
- (2) Physical test failure rate.
- (3) Number or percentage of waivers authorized or submitted to higher headquarters for approval.
- (4) Percentage of waivers approved versus number submitted.
- (5) Number or percentage of nonhigh school graduates enlisted.
- (6) Number or percentage of Mental Group IIIB's and/or IV's enlisted.
- (7) Number of documents missing from enlistment packages.
- (8) Number of allegations against recruiters for improper recruiting practices.
- (9) Number of recruiters relieved for recruiting malpractice.
- (10) Number of contractual errors (e.g., wrong bonus, wrong program).

b. Preshipment Indicators

- (1) Percentage of pool discharges.
- (2) Poolees discharged for a disqualifying factor existing prior to enlistment.
- (3) Number of Additional Information Disclosure Reports (MEPCOM Form 701) received from the military entrance processing stations.
- (4) Incidence of recruiters appearing on the Pseudo Armed Forces Qualification Test Mean Variance report.

c. Postshipment Indicators

- (1) Percentage of Marine Corps recruit depot discharges.
- (2) Percentage of high school graduates shipped.
- (3) Percentage of Detectability Code I or IV discharges.
- (4) Percentage of recruits who required a waiver prior to shipment but were shipped without proper waiver authority.
- (5) Percentage of General Technical test score variances of 21 points or more.
- (6) Percentage of fraudulent/void/erroneous enlistments.

ENCLOSURE (1)

(7) Percentage of congressional interest (CONGRINTS) and special interest (SPLINTS) inquiries relating to recruiting practices.

(8) Number of recruits assigned to Physical Conditioning Platoon.

(9) Number of postenlistment disclosures.

2. The ARMS provides each recruiting echelon with various reports designed to highlight recruiter, recruiting station, and Marine Corps district performance in the above-listed quality indicators. A brief overview of each is contained in enclosure (4).

ENCLOSURE (1)

20 Feb 1987

OFFICER PROCUREMENT QUALITY CONTROL INDICATORS

1. Quality control indicators for officer programs are preventive/pretraining indicators which occur prior to Officer Candidates School (OCS), and diagnostic/post training indicators which occur at or after OCS.

2. Careful analysis of each can be used to identify problems and prevent them in the future.

3. No designated attrition percentages exist which, if exceeded, require a detailed examination of cause. Rather, each Officer Selection Office (OSO) must be compared with all others in the district and/or nation to determine if any significant differences exist between them. If one OSO is constantly above or below the attrition percentage of other OSO's, action must be taken to determine the reason. Not only will this identify problems, but it also will show techniques used by successful OSO's. Indicators are:

a. Preventive/Pretraining. All attrition prior to training.

(1) Percentage of applications which are disapproved by district/Commandant of the Marine Corps (MR).

(2) Percentage of applicants who have been approved by the Commandant of the Marine Corps (MR) but who request disenrollment prior to reporting to training.

(3) Percentage of applicants who do not report to OCS after receipt of official orders.

b. Diagnostic/Posttraining. All attrition which occurs at or after OCS.

(1) Percentage dropped from OCS categorized as follows:

(a) Initial not physically qualified (INPQ).

(b) Injured during training (NPQ).

(c) Unsatisfactory performance (UNSAT).

1 Leadership.

2 Academic.

3 Physical Fitness.

(d) Drop on request (DOR).

(2) Percentage of candidates with unfavorable National Agency Check.

(3) Percentage of candidates requiring graduation delays.

(4) Percentage of fully trained candidates not commissioned and reasons therefore.

ENCLOSURE (2)

QUALITY CONTROL REPORTS

TITLE	FROM	TO	FREQUENCY	PURPOSE
Quarterly Recruiting Malpractice Report (MC-1137-01)	MCRD	CMC (MRRP)	QTLY	Assists in tracking incidents of recruiting malpractice
Marine Corps Recruit Depot Noncohort and Cohort Attrition Telephonic Report (MC-1513-01)		CMC (MRRP)	MTHLY	Provides timely noncohort attrition data for analysis of attrition trends.

ENCLOSURE (3)

20 Feb 1987

AUTOMATED RECRUIT MANAGEMENT SYSTEM QUALITY CONTROL REPORTS

NAME	FREQUENCY	PURPOSE
Recruiter History Screen	N/A	Displays personal and assignment information, as well as quality control information for each recruiter.
RS Recruiter Performance Report	Quarterly	Displays summary of each recruiter's quality control information for the previous quarter and tour to date.
RS Enlisted Recruiting Performance Report	Monthly	Provides key contracting and shipping quality indicators for each recruiting sub-station (RSS) and the recruiting station (RS) or for each RS and the Marine Corps district (MCD).
RS Enlisted Recruiting Quality Control Situation	Monthly	Displays quality control indicators for RS, MCD, Marine Corps recruit depot (MCRD), and Headquarters Marine Corps (HQMC) by total number of recruits processed at MCRD and by percent of waiver, education, general technical, and dependents variances.
Recruiter PAFQT Mean Variance Report	Monthly	Identifies recruiters who may be helping applicants cheat on the Armed Services Vocational Aptitude Battery or providing improper coaching assistance.

ENCLOSURE (4)

AUTOMATED RECRUIT MANAGEMENT SYSTEM QUALITY CONTROL REPORTS

<u>NAME</u>	<u>FREQUENCY</u>	<u>PURPOSE</u>
Recruiter History Screen	N/A	Displays personal and assignment information, as well as quality control information for each recruiter.
RS Recruiter Performance Report	Quarterly	Displays summary of each recruiter's quality control information for the previous quarter and tour to date.
RS Enlisted Recruiting Performance Report	Monthly	Provides key contracting and shipping quality indicators for each recruiting sub-station (RSS) and the recruiting station (RS) or for each RS and the Marine Corps district (MCD).
RS Enlisted Recruiting Quality Control Situation Report	Monthly	Displays quality control indicators for RS, MCD, Marine Corps recruit depot (MCRD), and Headquarters Marine Corps (HQMC) by total number of recruits processed at MCRD and by percent of waiver, education, general technical, and dependents variances.
Recruiter PAFQT Mean Variance Report	Monthly	Identifies recruiters who may be helping applicants cheat on the Armed Services Vocational Aptitude Battery or providing improper coaching assistance.

MCO 1130.65A

20 Feb 1987

EXPLANATION OF THE FORMAT

PART I - The five categories listed must appear on each report. A short explanation of each category follows:

1. Malpractice Investigations Initiated. Equals the number of recruiters investigated for malpractice. Include investigations initiated at the RS, MCD, and MCRD levels. If one recruiter is the subject of multiple malpractice investigations during the reporting period, count that recruiter as one case.

2. Malpractice Investigations Closed. Equals the number of recruiters whose cases are resolved. Multiple investigations closed on the same recruiter are counted as one case.

3. Malpractice Allegations Substantiated. Equals the number of recruiters substantiated as engaging in malpractice as a result of investigations in line 1 above.

4. Malpracticing Recruiters Disciplined. Equals the number of recruiters disciplined as a result of a substantiated allegation.

5. Malpracticing Recruiters Relieved. Equals the number of recruiters relieved from recruiting duty as a result of a substantiated allegation. This figure should match the figure in line 3. However, special circumstances surrounding a case may exist wherein a CO prefers to retain a recruiter rather than relieve him. In this instance, a formal request for retention must be forwarded to CMC (MRR) for decision. Do not count this case in line 5 even though the recruiter may not be on production at the time. Should the request for retention be denied, consider the recruiter relieved. Then include him in the numbers on line 5. When a disparity exists between the numbers on lines 3 and 4, and 3 and 5, please include an explanation of this disparity as part of the report.

QTR - Quarterly totals for each district, as well as the region, are displayed in the "QTR" columns. This number is not a cumulative number.

FY - The cumulative total for the Fiscal Year (FY) to date is computed and entered for each district and region in this column. For clarification, see the example below.

ENCLOSURE (5)

EXAMPLE

	(1st Qtr)		(2nd Qtr)	
	1st MCD		1st MCD	
	Qtr	FY	Qtr	FY
Malpractice Investigations Initiated	15	15	20	35
Malpractice Investigation Closed	11	11	16	27

LAST FY - Any investigations closed, allegations substantiated, recruiters disciplined, and/or recruiters relieved which were initiated in the previous FY but were not completed in that FY should be reported in these columns. If an investigation is opened in the current FY on an offense which occurred in the previous FY, that investigation is counted as a current FY investigation initiated.

PART II - Provide by district the following information:

1. Malpracticing Recruiters Disciplined:

- a. Recruiter Name/Grade/SSN
- b. MCC
- c. Type of Discipline (i.e., NJP, Courts-Martial)
- d. Charges Against Recruiter
- e. Punishment
- f. Status of Recruiter (i.e., relieved, request for retention, etc.)
- g. Status Date - (i.e., Request for retention, 2 Nov 198_)

2. Malpracticing Recruiters Relieved:

- a. Recruiter Name/Grade/SSN
- b. MCC
- c. Date of Relief

ENCLOSURE (5)

20 Feb 1987

MARINE CORPS RECRUIT DEPOT NONCOHORT AND COHORT ATTRITION
TELEPHONIC REPORTS

Report Symbol MC-1513-01

1. NonCohort Attrition Telephonic Report. A monthly report of each Marine Corps recruit depot (MCRD) Noncohort or Raw Attrition is required. All information is for the previous month. It is to be telephonically submitted to the Commandant of the Marine Corps (MRRP) by the 15th day of each month. Include the following information in the report.

- a. Number of Regular males by district received at the MCRD.
- b. Number of Reserve males by district received at the MCRD.
- c. Number of Regular males by district discharged at the MCRD.
- d. Number of Reserve males by district discharged at the MCRD.
- e. Eastern Recruiting Region will also report total women by district received at and discharged from the MCRD.

2. Cohort Attrition Telephonic Report. A monthly telephonic report to the Commandant of the Marine Corps (MRRP) of each MCRD's Cohort Attrition is required. This is due by the 13th day of each month. Include the following information in the report.

- a. Number of Regular Nonprior Service (NPS) males received during previous month at the MCRD.
- b. Number of Regular NPS males discharged during the previous month at the MCRD from each of the last 6 cohort months. A cohort month consists of all Regular NPS males with ship dates in the same month.
- c. Total Cohort Regular NPS male discharges during the previous month.
- d. Example:

13 November Report

Regular NPS Males received during October at the MCRD - 2,675

Regular NPS Male Discharges	May	6
(by ship month)	Jun	15
for the last 6 cohort months	Jul	30
	Aug	24
	Sep	29
	Oct	207
Total Cohort Discharges *		311

*Will not always equal total of last 6 months of Regular NPS discharges

ENCLOSURE (6)