

Military Service Academy Nominations Portal

Revolutionizing Congressional Nominations through a single, modern Salesforce portal

OVERVIEW

Students wishing to attend the United States Military Academy, Naval Academy, or Air Force Academy must go through a rigorous application process, and be nominated by Congressional means. The National Defense Authorization Act for Fiscal Year 21 requires a single user interface to enable Congressional members to nominate candidates for all three academies.

HigherEchelon built a portal and integrated with the three service academies existing architecture to enable a seamless process for Congressional members to nominate using one user interface.

Key Metrics

- Eliminated weeks of manually creating vacancies; each Representative has five vacancies per academy and can nominate up to 15 candidates per vacancy.
- Eliminated immeasurable hours of work needed to manually track communications between the service academies and Congressional offices, saving countless hours of work.
- Migrated over 10,000 student applications and data to Salesforce.
- Congressional members and staff now have 20+ additional data points readily available, eliminating previously manual requests to the academies.
- 50+ internal users initially deployed on Salesforce Government Cloud; ultimately, all 535 Congressional offices will have access.

CHALLENGES

- Congressional members and staff had to utilize three different systems that displayed different information to nominate candidates.
- Congress had insufficient standardized reporting on demographics and other information and missing analytics to drive decisions/actions around nominations.
- Academy admission staff used manual processes to create vacancies, execute the mission during nomination cycles.
- Documenting communications between academy admission staff and Congressional offices.
- Required an Authority to Operate and security of data across the enterprise architecture.

SOLUTIONS

Leveraged Salesforce Government Cloud and Mulesoft to integrate with all three service academy admission systems, resulting in alignment of data and processes so Congressional members and their staff have seamless consistency when nominating candidates.



Integrations



Automation



Cyber Support to Obtain ATO

Salesforce Configuration

1

Developed automated flows and logic in vacancy management and integration code to reduce manual work on the Academy admission staff during all phases of the nomination cycle.

Multiple Integrations

2

Configured MuleSoft to exchange data from service academies to enable a Tableau dashboard and reports that the public can use to view demographics for candidates and students at each of the three service academies.

Streamlined, Centralized Communications

3

Leveraged Chatter, communication tracking, and custom email notifications to support collaboration and communication.

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RESULTS



1

Standardized Processes

Standardized the three service academy methodologies so Congress and staff have a consistent experience when nominating future leaders of the country.

2

A Secure Solution Poised for Expansion

A government cloud-based portal with immense capability for customization and growth.

3

Clicks, Not Code

Out-of-the-box features deployed to enable to enable flexibility and maintenance as service academy applications and nomination laws change.

4

Full Transparency in Real Time

Congressional members and the general public can see live, accurate metrics of demographics, applications, and other data relating to the makeup of the nomination body.

5

Complex, Seamless Integration

Utilized MuleSoft to exchange data from the three service academies to the nomination portal, allowing for synchronization of data.

6

Authority to Operate Achieved

Deploying MuleSoft and Tableau in an IL4/IL5 compliant environment (Navy Technical Agent) and getting an Authority to Operate (ATO) ensures customer security requirements are met.



HigherEchelon's team is a fantastic group of professionals, who provide excellent solutions to a very challenging project. I would gladly work with them again on any project. Their knowledge of Salesforce capabilities and restrictions is exceptional.

**- Salesforce CSAT Survey
5/5 Star Rating**

Products Used

- Government Cloud
- Sales Cloud
- Service Cloud
- Public Sector Solutions
- Experience Cloud
- Flow
- Reports and Dashboards
- DevOps Center
- Identity and SSO
- MuleSoft
- Tableau
- AWS in NAVSUP as the base layer for IL4 environment for Tableau and MuleSoft


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THE APPLICATIONS



Welcome to the Nominations Portal **Nick Update!**
Office of New York District 20
 The Nominations cycle for the Class of **2029** is now open and will end on **February 1, 2025**.

Dashboard
My Nominations Dashboard
 This dashboard shows at a glance metrics for staffers related to Applications, Nominations, and Vacancies.
 As of Jul 19, 2024, 2:43 PM Viewing as Nick Update

Open, Unsubmitted Vacancies This Year

Academy	Vacancy Name	Sum of Total Nominations
US Air Force Academy	USAFSA NY 20 2029 Vac 2	0
US Military Academy	USMA NY 20 2029 Vac 1	1

[View Report \(Current Year Open, Unsubmitted Vacancies\)](#)

Number of Applications This Year

309

[View Report \(Current Year Applications\)](#)

Nominations Made Per Academy

6

[View Report \(Nominations by Academy\)](#)

Announcements/Bulletins

USMAPS R-Day 15 JUL 2024
0 View • Jul 11, 2024 • Knowledge

USAFSA Class of 2024 Graduation!
0 View • May 29, 2024 • Knowledge

5/29/2024 USNA Bulletin
0 View • May 29, 2024 • Knowledge

5/28/2029 Announcement
0 View • May 28, 2024 • Knowledge

USNA Announcement
0 View • Feb 23, 2024 • Knowledge

Test USMA Announcement
0 View • Feb 23, 2024 • Knowledge

Top Articles

FAQ

- [What are the different nominating methods?](#)
- [What is a "vacancy"?](#)
- [What is a "charge" or "charged student"?](#)
- [When does the nomination cycle start and end?](#)

Process

- [What are the different nominating methods?](#)
- [How do I nominate an applicant?](#)
- [What is a "vacancy"?](#)
- [What is a "charge" or "charged student"?](#)
- [When does the nomination cycle start and end?](#)

Technical

- [What are the different nominating methods?](#)
- [How do I nominate an applicant?](#)
- [What is a "vacancy"?](#)
- [How do I search through the current year's applicants?](#)
- [What is a "charge" or "charged student"?](#)

[View All \(6\)](#)

Number of Nominations On Vacancies

Vacancy Name	Total Nominations	Status
USAFSA NY 20 2029 Vac 1	2	Submitted
USAFSA NY 20 2029 Vac 2	0	Open
USMA NY 20 2029 Vac 1	1	Open
USNA NY 20 2029 Vac 1	3	Submitted
USNA NY 20 2029 Vac 2	0	Deactivated

[View Report \(Current Year Vacancies\)](#)

Currently Charged Students

Academy	Student Name	Academy Student: Class Year
US Air Force Academy	Chicky Binfield	2025
US Military Academy	Louise Cloake	2025
US Naval Academy	Eugenie Husbands	2025
US Air Force Academy	Dewey Holdley	2026
US Military Academy	Hayden Linturn	2026
US Naval Academy	Anna-diane Luxford	2026
US Air Force Academy	Meir Amorts	2027
US Military Academy	Mab Casrah	2027
US Military Academy	Bernie McGarvie	2027
US Naval Academy	Allegra Musk	2027
US Air Force Academy	Riordan Elstob	2028
US Military Academy	Lana Stuckley	2028
US Naval Academy	Brandie Mc Caghan	2028

[View Report \(Filled Charges by Academy and Class Year\)](#)

Nomination Details

Academy	Vacancy: Vacancy Name	Applicant Name	Nomination Rank	Status
US Air Force Academy	USAFSA NY 20 2029 Vac 1	Carrie Barber	Competitive	Submitted
US Air Force Academy	USAFSA NY 20 2029 Vac 1	Alicia Moore	Competitive	Submitted
US Military Academy	USMA NY 20 2029 Vac 1	Alexandra Wang	Principal	Draft
US Naval Academy	USNA NY 20 2029 Vac 1	Aaron Smith	1st Alternate	Submitted
US Naval Academy	USNA NY 20 2029 Vac 1	Adam Proctor	2nd Alternate	Submitted
US Naval Academy	USNA NY 20 2029 Vac 1	Aaron Reeves	Principal	Submitted

[View Report \(Nominations by Academy\)](#)

Help and Training

- [FAQs](#)
- [Training Materials](#)

Contact Information

- [Air Force Academy Admissions](#)
- [Naval Academy Admissions](#)
- [West Point Admissions](#)

Academy Websites

- [U.S. Air Force Academy](#)
- [U.S. Naval Academy](#)
- [U.S. Military Academy](#)

Landing page for Congressional members with analytics highlighting their office's constituents.



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THE APPLICATIONS



The screenshot displays a Salesforce-style interface for managing nominations to three military service academies. The top navigation bar includes 'Home', 'My Account', and dropdown menus for 'USFA', 'USNA', and 'USMA'. The user is logged in as 'New York District 20'. The main content area is divided into three sections: Air Force Academy Vacancies, Naval Academy Vacancies, and West Point Vacancies. Each section contains details for specific vacancies, including their status, nomination method, and total number of nominations. Buttons for 'Request to Re-Open' and 'Request to be Activated' are visible for certain vacancies.

Air Force Academy Vacancies	
USFA NY 20 2029 Vac 1	
Vacancy Status: Submitted	Graduation Year: 2029
Nomination Method: Competitive	Nominating Source: New York District 20
Total Nominations Submitted: 2	Academy: US Air Force Academy
This vacancy has been submitted, no further action is required.	
Request to Re-Open	
View Nominees	

Air Force Academy Vacancies	
USFA NY 20 2029 Vac 2	
Vacancy Status: Open	Graduation Year: 2029
Nomination Method: Competitive	Nominating Source: New York District 20
Total Nominations: 0	Academy: US Air Force Academy
Actions	

Naval Academy Vacancies	
USNA NY 20 2029 Vac 1	
Vacancy Status: Submitted	Graduation Year: 2029
Nomination Method: Principal with Numbered Alternates	Nominating Source: New York District 20
Total Nominations Submitted: 3	Academy: US Naval Academy
This vacancy has been submitted, no further action is required.	
Request to Re-Open	
View Nominees	

Naval Academy Vacancies	
USNA NY 20 2029 Vac 2	
Vacancy Deactivation for US Naval Academy	
This vacancy for the US Naval Academy has been deactivated to prevent a potential lockout for the 2026 admission cycle.	
If you believe it is necessary to nominate against this vacancy, please request its reactivation by contacting the academy admissions staff using the action below.	
Request to be Activated	

West Point Vacancies	
USMA NY 20 2029 Vac 1	
Vacancy Status: Open	Graduation Year: 2029
Nomination Method: Principal with Competing Alternates	Nominating Source: New York District 20
Total Nominations: 1	Academy: US Military Academy
Actions	
View Nominees	

The footer contains links for 'Help and Training' (FAQs, Training Materials), 'Contact Information' (Air Force Academy Admissions, Naval Academy Admissions, West Point Admissions), and 'Academy Websites' (U.S. Air Force Academy, U.S. Naval Academy, U.S. Military Academy).

Vacancy management with three service academies highlighted for the upcoming nomination cycle.