Quality Assurance and Compliance Monitoring

Career and Technical Education

Florida Keys Community College

Final Report
January 13, 2012

FLORIDA DEPARTMENT OF EDUCATION

Gerard Robinson
Commissioner of Education

Kathleen Taylor, Interim Chancellor
Division of Career and Adult Education

Just Read, Florida!

January 13, 2012

Dr. Larry Tyree, President
Florida Keys Community College
5901 College Road
Key West, Florida 33040-4397

Dear Dr. Tyree:

We are pleased to provide you with the Final Report of Monitoring of the Career and Technical programs from our visit on November 7 and 8, 2011. The report will also be placed on our website at http://www.fldoe.org/workforce/compliance.asp.

Although the College was expecting a visit by a SACS accreditation team the week following this monitoring visit, you and your instructors set aside time to share their insight and knowledge of the programs we visited. We appreciate the professionalism demonstrated by your staff during the review process and extend our appreciation to all participants in the Florida Keys Community College onsite monitoring visit. Special thanks to Brittany Snyder for her participation and leadership in this process. If we can be of any assistance, please contact Eileen L. Amy at 850-245-9033.

Thank you for your continuing commitment to improve services for Florida's students.

Sincerely,

Kathleen Taylor

KT/ela

Enclosure

C: Brittany Snyder

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I.   INTRODUCTION

The Florida Department of Education (FDOE), Division of Career and Adult Education (Division), in carrying out its roles of leadership, resource allocation, technical assistance, monitoring and evaluation, is required to oversee the performance and regulatory compliance of recipients of federal and state funding. The Quality Assurance section of the Bureau of Grants Administration and Compliance (Bureau) is responsible for the design, development, implementation and evaluation of a comprehensive system of quality assurance including monitoring. The role of the Quality Assurance System is to assure financial accountability, program quality and regulatory compliance. As stewards of federal and state funds, it is incumbent upon the Division to monitor the use of workforce education funds and regulatory compliance of providers on a regular basis.

II.   AUTHORITY

The Florida Department of Education receives federal funding from the U.S. Department of Education for Career and Technical Education (CTE) under the Carl D. Perkins Career and Technical Education Act of 2006. FDOE awards sub grants to eligible providers to administer local programs. FDOE must monitor providers to ensure compliance with federal requirements, including Florida's approved state plans for CTE. Each State shall have procedures for reviewing and approving applications for sub grants and amendments to those applications, for providing technical assistance, for evaluating projects, and for performing other administrative responsibilities the State has determined are necessary to ensure compliance with applicable statutes and regulations (34 CFR 76.770). The Florida Department of Education, Division of Career and Adult Education is required to oversee the performance of college boards of trustees in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes (F.S.)).

Additional cites noting authority to monitor and pertinent laws and regulations are located in the *2011-12 Quality Assurance Policies, Procedures, and Protocols*, Module A, Section 1.

III.   QUALITY ASSURANCE POLICIES, PROCEDURES, AND PROTOCOLS

The *2011-12 Quality Assurance Policies, Procedures, and Protocols* provides a summary of each facet of the monitoring design and the process. It also contains protocols that may be used as agencies are monitored or reviewed. References may be made to the Manual in this document; it is located on the Division's website at http://www.fldoe.org/workforce/compliance.asp.

IV.   PROVIDER SELECTION

Various sources of data are used throughout the implementation of the Quality Assurance System. The monitoring component of the system is risk-based.

Risk Assessment is a process used to evaluate variables associated with the grants and assign a rating for the level of risk to the Florida Department of Education and the Division of Career and Adult Education. A Risk Matrix, identifying certain operational risk factors, is completed for each provider. The Risk Matrix for each program monitored is located in Appendix A. The results of the Risk Assessment

process and consideration of available resources are used to determine one or more appropriate monitoring strategy(ies) to be implemented.

The monitoring strategy for Florida Keys Community College (FKCC) was determined to be an onsite visit. Notification was sent to Dr. Larry Tyree, President of Florida Keys Community College on July 18, 2011. The designated representative(s) for the agency was Brittany Snyder, Provost.

The onsite visit to the agency was conducted November 7-8, 2011, by four representatives of the Quality Assurance Section of the Division: Ms. Eileen L. Amy, Director of Quality Assurance and Compliance and Program Specialists, Dr. Shahrokh Massoudi, Mr. Tashi Williams, and Ms. Sheryl Walden. The amount of the grant is small and did not require the number of DOE staff; however, four representatives were present since two other larger agencies were monitored during the same time frame.

V.   FLORIDA KEYS COMMUNITY COLLEGE

The total student enrollment for CTE Postsecondary Education in 2010-11 was 796:

CTE Secondary	CTE Postsecondary	Adult General Education	Total
0	796	0	796

The provider was awarded the following grants for FY 2009-10 and 2010-11:

2009-2010 CAREER AND TECHNICAL EDUCATION GRANTS

Grant Number	Type	Total	Unexpended Funds
442-1610A-0CP01	Postsecondary	$93,672	$4181.17

2010-2011

Grant Number	Type	Total	Unexpended Funds
442-1611A-1CP01	Postsecondary	$78,500	$0.00 unexpended

Additional information about the provider may be found at the following web address:
   http://www.fkcc.edu/

VI.   MONITORING ACTIVITIES

The monitoring activities included pre-visit planning conference calls; entrance conference; interviews with administrators, teachers, students; observations; record reviews; and an exit conference (by phone).

Onsite Visits
Members of the team made an onsite visit to the Key West Campus.

Entrance Conference
The entrance conference for FKCC was conducted on November 7, 2011 and included:
   - Dr. Larry Tyree, President
   - Brittany Snyder, Provost
   - Debbie Allish, Dean, Nursing and Allied Health
   - Marc Halvorson, Director, Public Safety
   - Dr. Erica MacWilliams, Dean, Student Affairs
   - Dr. Patrick Rice, Dean, Marine Science and Technology
   - William Chalfont, Director, AS Dive Programs
   - Sally Kromer, Assistant Director, Financial Aid
   - Frank Wood, Program Director, Business Administration
   - Paula Jimenez, Business Service Manager

- Eileen L. Amy, Director of Quality Assurance and Compliance
- Shahrokh Massoudi, Program Specialist, Quality Assurance and Compliance
- Tashi Williams, Program Specialist, Quality Assurance and Compliance
- Sheryl Walden, Program Specialist, Quality Assurance and Compliance

Interviews/Observations
Interviews were conducted with the administrative staff, instructional staff/program and transition specialists and students. An administrative interview was held with 10 administrators present. A student focus group featured five students from different CTE programs. Individual interviews were conducted with program and finance staff. Observations were conducted of several programs, classrooms and labs. All interviews and observations were held during the course of the visit.

Records Review
Program, financial and administrative records were reviewed. A complete list is provided in Section VIII, Section G. A minimum of ten student records were reviewed. Some policies and procedures were reviewed at the agency's website and discussed at various times during the onsite visit.

Exit Conference
The exit conference for the FKCC was conducted by phone on January 3, 2012 and included:
- Brittany Snyder, Provost
- Eileen L. Amy, Director of Quality Assurance and Compliance
- Sheryl Walden, Program Specialist, Quality Assurance and Compliance

VII. RESULTS

Florida Keys Community College
November 7-8, 2011

A. **ADMINISTRATION** refers to the management and/or supervision of programs, grant oversight, access and equity and other administrative areas.

- FKCC is a model for integration among programs and services.
- Communication and collaboration between and among programs is both evident and laudable.
- Staff are recognized as specialists in their unique fields.
- Perkins grant is used for student-focused activities.
- Community support is evident.

FINDINGS
No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS
None

B. **DATA** refers to all the components of the data system, including data collection, entry, and reporting. The use of data in program decision-making is also explored and commented upon.

- Program and student data is being collected and reported as required.
- College conducts program reviews of CTE programs annually, including data on:
  - Student semester hours
  - Number of full-time and part-time faculty
    - § Semester hours taught by each
  - Average class size in the program
  - Enrollment Headcounts

- o FTE trends
- o Number of graduates
- College uses program review data to determine whether a program should be retained, modified, or cancelled.

<u>FINDINGS</u>
No findings of non-compliance were noted at this time.

<u>CONCERNS AND RECOMMENDATIONS</u>
None

C. **<u>CURRICULUM/INSTRUCTION</u>** refers to those elements which contribute to student learning and skill acquisition. It also addresses student and instructor observations.

- The College follows the curriculum frameworks for CTE programs.
- Instructors have participated in the development of state frameworks.
- Entrepreneurship program is offered and integrated among other program areas.
- Community outreach is ongoing.
- The Business Advisory Committee is composed of community leaders and representatives of local businesses.

<u>FINDINGS</u>
No findings of non-compliance were noted at this time.

<u>CONCERNS AND RECOMMENDATIONS</u>
None

D. **<u>TECHNOLOGY/EQUIPMENT</u>** refers to a review of the technology and equipment used by students and teachers in the classroom; addresses access, availability, innovation, use and condition.

- The inventory list was complete with all required elements.
- Completing the monitoring inventory process was expedited by the list provided.
- Technology is available, accessible and current.
- Computer labs were located in various locations, both in separate classrooms and within the classroom environments.
- Technology was being used by students and teachers.

<u>FINDINGS</u>
No findings of non-compliance were noted at this time.

<u>CONCERNS AND RECOMMENDATIONS</u>
None

E. **<u>LEARNING ENVIRONMENT</u>** encompasses all aspects of the physical environment where classes are held. Describing the learning environment may also attempt to capture the vision, philosophy, and character that is observed on the campus or in the classroom.

- FKCC is the only college located within a National Marine Sanctuary and just five miles from the only living barrier coral reef in North America.
- The Florida Keys provide a marine and island environment that complements the programs/classes offered at FKCC.
- The buildings surround a courtyard/commons area.
- Both a pool and a dive lagoon are utilized for instructional activities.
- Mosaics, murals, and other works of art were prominently displayed and maintained.

- Furniture, equipment, and learning materials were up-to-date and current.
- Safety glasses and other appropriate safety equipment were available and used in classes.
- Rules were routinely posted in classrooms.

FINDINGS
No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS
None

F. ACCESS AND EQUITY refers to compliance with the requirements of federal non-discrimination laws as relating to recruitment, enrollment, participation, and completion of programs.

- The College-approved equity statement is available in the student handbook and on the College website.
- The federal non-discrimination statement is posted, although the College-approved equity statement was not observed to be posted.

FINDINGS
No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS
1. Concern: The College-approved equity statement is available in the student handbook and on the website; the federal non-discrimination statement is posted.
    Recommendation: The College should post its equity statement more broadly, making it accessible to students, instructors, families, and visitors.

    Agency Response: The Agency provided written documentation that satisfied the concern of the DOE monitoring staff; no further action is required.

G. RECORDS REVIEW refers to a review of the records and documents that evidence compliance with federal and state rules and regulations. Both financial and programmatic records are reviewed.

- Student Handbook
- College Catalog
- Brochures
- Purchase Orders
- Non-Discrimination Statements both posted and in printed materials
- Electronic Student Records
- Student Records (admission/enrollment forms, test results, student class schedule)
- Financial and Board Policies and Procedures (on-line)
- Personnel Activity Reports (PARs) and Certification Statements
- Monthly Ledgers
- Professional Development Plans
- Articulation Agreements
- Inventory Lists by Campus

FINDINGS
No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS
None

H. **FINANCIAL** refers to aspects of the federal fiscal requirements that providers must meet when expending federal funds, including a financial management system, a procurement system, and an inventory management system.

- Financial records were available and well-organized.
- Processes were organized.
- Use of grant funds was focused on student needs.

FINDINGS
No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS
None

I. **COLLABORATION** refers to the collaborative agreements, partnerships, or memoranda of understanding to benefit an agency's programs and students.

- Community leaders and representatives of local businesses participate in advisory committees.
- Local businesses contact FKCC seeking students as interns and employees.

FINDINGS
No findings of non-compliance were noted at this time.

CONCERNS AND RECOMMENDATIONS
None

J. **STUDENT PERSPECTIVES** refers to the views and opinions expressed by students who are enrolled in the agency's programs. These perspectives may be shared individually or during focus group interviews.

- Students representing the various CTE offerings were in an interviewed focus group. (health sciences, business, diving, IT, law enforcement)
- A new dorm was built last year to house approximately 100 students.
- Many students enrolled at FKCC due to relocation and change in careers.
- Students may attend orientation on-line.
- Teachers are available to discuss test results.
- Students like small classes and individualized instruction.
- Students receive e-mails from teachers regarding potential employment opportunities.
  - o   Many students are able to obtain part-time jobs as a result.
- Video conferencing was not a favorite mode of learning.
- Residents can pursue an education and stay at home in Monroe County.
- Many veterans are attending FKCC.
- Multiple states are represented in the diving program.

VIII.   REQUIRED RESOLUTION ACTIVITIES

CAREER AND TECHNICAL EDUCATION

1. Corrective Action Plan – FKCC is not required to complete a Corrective Action Plan (Appendix B) as there were no findings noted in the focus areas in Section VII of this report.
2. Action Plan – FKCC is not required to provide an Action Plan (Appendix C) as the concerns noted in the focus area, F in Section VII of this report, were resolved prior to the issuance of this report.

IX.   TARGETED TECHNICAL ASSISTANCE

Targeted technical assistance may be provided to support full compliance and systemic change for program improvement. Staff is encouraged to contact Division staff to assist their efforts toward systemic change.

X.   REMARKS or POSITIVE PRACTICES

The following are additional comments made by the Quality Assurance Team in regard to the monitoring visits: Florida Keys Community College is a model for the integration of various unique and innovative programs of study, such as:

- Chemical Addictions Studies
- Diving Programs, both recreational and scientific in scope.
- Integration of the arts (including photography, writing, and the ceramic labs as well as underwater archaeology) into various other programs of study, such as diving.
- Law enforcement stands as a unique program but also integrated with diving (rescue and recovery).
- Hyperbaric program (nursing and diving)
- National Black Diving Association holds training at FKCC yearly.

XI.   SUMMARY

Once the field work is completed, including receipt of requested information, a draft report is forwarded to the provider for review. Comments are accepted and considered. The final report is completed and forwarded to the Agency Head with a copy to the appropriate parties. The Bureau's site visit co-leader monitors and conducts follow-up activities to assure issues have been satisfactorily completed within the stated timelines. Finally, the Bureau issues a Closure Notice to the Agency Head and designated contact person. This notice indicates all outstanding items have been completed.

The College was expecting a visit by an accreditation team from the Commission on Colleges from the Southern Association of Colleges and Schools (SACS) the week following this monitoring visit. We appreciate the time set aside by the leadership and instructors to share their insight and knowledge of the programs we visited. We want to extend our appreciation to all participants in the Florida Keys Community College onsite monitoring visit. Special thanks to Brittany Snyder for her participation and leadership in this process.

Appendix A
Florida Keys Community College
RISK MATRIX

Risk Factor	Criteria Scale	Value (V)	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2008-09)	$ 2,000,001+	8	V x 6	= 24 *(total points)*
	700,001 - 2 million	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2008-09)	Number of grants (#)	(#) x 2 = V	V x 6	= 12
Number of grants with **10%** or more of unexpended funds (2008-09)	Number of grants (#)	(#) x 5 = V	V x 4	= 0
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16+ findings	10	V x 10	= 100
	11-15 findings	8		
	5-10 findings	6		
	1-4 findings	4		
Key organizational change within the last two (2) years.	Director (#) Yes = 1 No = 0	10 x (#) = V	V x 4	= 0
TOTAL Level of Risk Score				136