



**Quality Assurance and Compliance
Onsite Monitoring Visit
For
Career and Technical Education**

North Florida Community College
September 19-20, 2012

**Final Report
November 9, 2012**

FLORIDA DEPARTMENT OF EDUCATION



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November 9, 2012

John D. Grosskopf, President
North Florida Community College
Main Campus
325 N.W. Turner Davis Drive
Madison, Florida 32340

Dear President Grosskopf:

We are pleased to provide you with the Final Report of the onsite monitoring of the Career and Technical Education programs from our visit on September 19-20, 2012. The report will also be placed on our website at: <http://www.fldoe.org/workforce/compliance.asp>.

We appreciate the leadership and professionalism demonstrated by your staff during the review process. If we can be of any assistance, please contact Eileen L. Amy, Director of Quality Assurance and Compliance. Ms. Amy may be reached at 850/245-9033, or via electronic mail at Eileen.Amy@fldoe.org.

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

Sincerely,

Rod Duckworth

RD/ei

Enclosure

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Florida Department of Education
Division of Career and Adult Education

**North Florida Community College
Career and Technical Education
Quality Assurance Monitoring Report**

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 Division 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 FDOE receives federal funding from the U.S. Department of Education (USDOE) 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.

Additional cites noting authority to monitor and pertinent laws and regulations are located in the 2012-2013 *Quality Assurance Policies, Procedures, and Protocols*, Module A, Section 1.

III. QUALITY ASSURANCE POLICIES, PROCEDURES, AND PROTOCOLS

The *Quality Assurance Policies, Procedures, and Protocols* (Manual) was revised in the 2012-13 program year. The Manual was provided to each provider prior to the monitoring visit. The Manual 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 FDOE and the Division. 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 NFCC was determined to be an onsite visit. Notification was sent to Mr. John Grosskopf, President, North Florida Community College on July 18, 2012. The designated representative for the agency was Mrs. Bettie Hogle, Coordinator, Career and Technical Education.

The onsite visit to the agency was conducted September 19-20, 2012 by two representatives of the Quality Assurance and Compliance section of the Division: Program Specialists, Shahrokh Massoudi and Rick Lockenbach.

V. NORTH FLORIDA COMMUNITY COLLEGE (NFCC)

CTE Postsecondary 2010-11 Total student enrollment: 532

The provider was awarded the following CTE grants:

	<u>2010-11</u>	<u>2011-12</u>	<u>2012-13</u>
Postsecondary	\$101,496	\$82,948	\$ 78,000
Rural		\$99,843	\$142,588

No issues were found pertaining to unexpended funds > 10%.

Additional information about the provider may be found at the following web address: nfcc@edu.com.

VI. MONITORING ACTIVITIES

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

Entrance and Exit Conferences

The entrance conference for the North Florida Community College was conducted on September 19, 2012; the exit conference was conducted on September, 20, 2012. The participants are listed below:

	Title	Entrance Conference	Exit Conference
Agency Participants			
John Grosskopf	President	X	
Debbie Bass	Advisor	X	
Sharon Erle	Dean, Academic Affairs	X	
Bettie Hogle	CTE Coordinator	X	X
Amelia Mulkey	Dean, Administration		X
Margie Philips	Database Coordinator	X	
Glen Waller	Staff Accountant	X	X
FDOE Monitoring Team			
Rick Lockenbach	Program Specialist	X	X
Shahrokh Massoudi	Program Specialist and Co-leader	X	X

Interviews/Observations

Interviews were conducted with the administrative and instructional staff, program and transition specialists, and students. Ten interviews and six observations were conducted. 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 VII. A minimum of eight student records were reviewed. Some policies and procedures were reviewed at the agency's website and discussed at various times during the onsite visit.

VII. RESULTS

North Florida Community College

September 19-20, 2012

A. ADMINISTRATION refers to the management and/or supervision of programs, structure of programs and services, grant oversight, and other administrative areas.

- The CTE Coordinator has taken instructors to all high schools served by the College.
- The Academic Dean is well familiar with, and supportive of, CTE programs.
- Articulation agreements are current for counties served by the College.
- The College is exploring and developing new CTE programs.
- Succession planning is under development for anticipated vacancies.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: A formalized staff development plan does not exist.

Recommendation: Develop a staff development plan to enhance faculty and staff skills.

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

- Data, including Perkins core measures data, is shared with program coordinators.
- A procedures manual for data collection and reporting is in place.
- A sample of student records for Occupational Completion Points (OCPs), completions, and industry certifications earned was reviewed and verified.
- The data system is comprehensive and used by faculty and staff.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: The CTE Coordinator has limited involvement related to submission of the data to the Florida Department of Education.

Recommendation: Increase Coordinator involvement in this process to assist in ensuring data accuracy; involvement of all administrative and instructional staff is extremely important to the achievement of the core measures and decision-making regarding programs.

C. CURRICULUM AND INSTRUCTION refers to those elements which contribute to student learning and skill acquisition. It also addresses student and instructor observations.

- Textbooks and software are up-to-date; there is an adequate supply of instructional materials.
- Teachers are following curriculum frameworks.
- The program is expanding industry certifications that students can earn.
- Internships are readily available to students.

- Several instructors have many years of teaching experience and numerous degrees.
- The College is developing hybrid programs with online instruction.
- Last year's nursing program graduates had a 100% passing rate.
- Florida CHOICES Career Development software would be helpful for students to assist in career planning.
- Group and individualized instruction was observed.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: While some programs have Advisory committees, others lack them, for example, digital media. In some programs, such as Allied Health and Early Childhood, minutes do not exist or are lacking.

Recommendation: Address this issue through staff development and other resources for developing effective Advisory Committees.

D. TECHNOLOGY AND EQUIPMENT 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 system is in place, with a \$1,000 threshold for capitalized equipment.
- Tagged equipment from the inventory was located.
- Equipment was in good working order and up-to-date.
- Equipment was being used appropriately by instructors and students.
- Different modalities of technology are available for students to learn.
- Training on usage of technology is readily available within the College.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

None

E. LEARNING ENVIRONMENT 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.

- Classrooms are clean and spacious.
- The grounds are well maintained.
- No issues with safety were observed.

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 equity coordinator is new to her position.
- Instructors are aware of the process to address complaints.
- The College has taken steps to address the requirements of the Genetic Information Nondiscrimination Act (GINA).
- Faculty and staff knew to whom they should report any issues regarding access and equity.
- The notices posted contained the required elements.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: Printed materials do not consistently cover all protected classes.

Recommendation: When they are re-printed, revise materials to ensure all nine protected classes are included.

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

- Student records
- Program brochures
- Public Safety Instructor Handbook
- Student handbook and College catalogue
- Non-Discrimination Statements
- Financial and Board Policies and Procedures
- Personnel Activity Reports (PARs) and Certification Statements
- Travel requests, authorizations, and reimbursement documentation
- Inventory lists for equipments purchased from the grants
- College website
- Inventory

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 financial management, procurement, inventory management, and allowable costs. A sample of documentation is reviewed.

- Financial records reviewed were complete and current, and there is a good electronic reporting system.
- Purchasing procedures are in place and are being followed.
- Samples of purchases and travel documentation were reviewed.
- Personnel Activity Reports (PARs) and certification were reviewed.
- NFCC has a procedure manual for purchasing and travel.
- Inventory lists for equipment purchased from the grants was reviewed.
- The Coordinator receives monthly expenditure reports, helping to ensure timely expenditure of funds.

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 (MOUs) that are in place to benefit an agency's programs and students.

- The Career Pathways Consortium serves six county areas.
- Clinicals and internships are in place in collaboration with the local hospital and other care facilities.
- Speakers are often invited to speak in CTE classes.
- The College offers dual enrollment in Madison and outlying counties.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

None

J. STUDENT PERSPECTIVE The team meets with groups of students; their perspective is presented as a portion of this report.

- Students were all enthusiastic about their programs.
- A CTE Advisor is readily available to help address individual student needs.
- Several students commented on the easy access to help at all levels at this agency compared to their experience at much larger postsecondary institutions.
- During the interview, the students expressed compliments for their instructors for the individual attention they receive.

VIII. PROGRAM IMPROVEMENT PLAN

A Program Improvement Plan (PIP) is required for the performance levels that did not meet at least 90% of each agreed-upon target and is included in the grant. PIPs were reviewed during the visit. The purpose of the review is to determine if the strategies contained in the plan are measureable and verifiable during the visit.

Postsecondary Performance Measures

Agency met or exceeded all postsecondary measures except for:

- 1P1 - Technical Skills - 37% vs. 46% local agreed target
- 3P1- Retention or transfer – 73% vs. 83% local agreed target

A (PIP) was required and is included in the grant. During the visit, DOE staff reviewed with the College those items listed in the 2011-12 PIP to determine the extent to which the College took the action specified in the PIP. Additional effort is needed in refining future PIPs and ensuring that the College implements the action called for in the PIP. It should be noted that in the present CTE Coordinator was employed by the College during only part of the grant period for the PIP under review.

IX. REQUIRED RESOLUTION ACTIVITIES

Action Plan - The College must provide an Action Plan (Appendix B) to address the concerns noted in the focus areas A, B, C, and F in Section VII of this report.

Once the Action Plan is submitted, reviewed, and approved, the co-leader of the onsite visit is responsible for the regular follow-up with the agency's designated representative to ensure that resolution is complete.

X. REMARKS or POSITIVE PRACTICES

The following are additional comments made by the Quality Assurance Team in regard to the monitoring visits:

- North Florida Community College was named twice in 2008 and 2010 as one of America's best community colleges in the Washington Monthly magazine, College Rankings Edition. NFCC posted high marks for providing its students with quality instruction; active and collaborative learning opportunities; support for learning; and outstanding student faculty interaction.
- The College offers an online adult high school diploma program in cooperation with a private provider.
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XI. SUMMARY

Once the field work, including receipt of requested information is completed, 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 Division's site visit co-leader monitors and conducts follow-up activities to assure issues have been satisfactorily completed within the stated timelines. Finally, the Division issues a Closure Notice to the Agency Head and designated contact person. This notice indicates all outstanding items have been completed.

We want to extend our appreciation to all participants in the North Florida Community College onsite monitoring visit. Special thanks to Bettie Hogle for her participation and leadership in this process. The team appreciated the attendance of the President at the entrance conference.

APPENDIX A
NORTH FLORIDA COMMUNITY COLLEGE FINAL REPORT
RISK MATRIX FOR CAREER AND TECHNICAL EDUCATION

Risk Factor	Criteria Scale	Value	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2010-11)	\$ 2,000,001+	8	4 x 6	24
	700,001 – 2,000,000	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2010-11)	Number of grants	2	x 6	12
Number of grants with 10% or more of unexpended funds (2010-11)	Number of grants	0 x 5	x 4	0
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16 + findings	10	x 10	80
	11-15 findings	8		
	5-10 findings	6		
	1-4 findings	4		
Change in Director within the last two (2) fiscal years.	Yes = 1 No = 0	x 10	x 4	40
TOTAL Level of Risk Score				156

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Technical Assistance Needed and/or Provided:
Plan submitted by: Bettie Hogle, Coordinator, Career/Tech and Workforce Development Date: 10/19/2012
Plan accepted by: Eileen L. Amy Date:10/25/12