



Quality Assurance and Compliance Monitoring

Career and Technical Education
and
Adult Education

Northwest Florida State College

Final Report
August 24, 2010

FLORIDA DEPARTMENT OF EDUCATION



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August 24, 2010

Dr. Ty Handy, President
Northwest Florida State College
Niceville Campus
100 College Boulevard
Niceville, Florida 32578

Dear Dr. Handy:

We are pleased to provide you with the Final Report of Monitoring of the Career and Technical Education and Adult Education programs from our visit on May 25-27, 2010. 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. Mrs. 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,

A handwritten signature in cursive script that reads "Loretta Costin".

Loretta Costin

LBC/ela

Enclosure

CC: Melinda Stein
Wanjiku Jackson
Barbara Jones
Eileen L. Amy
Sheryl Walden

Florida Department of Education
Division of Career and Adult Education

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Northwest Florida State College 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 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 and for Adult Education and Family Literacy under the Adult Education (AE) and Family Literacy Act of 1998. 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 and adult education/family literacy. 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 district school boards 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 2009-10 *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 2009-10 program year. The draft Manual was provided to each provider prior to the monitoring visit. The final 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/cte0910.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 Northwest Florida State College (NWFSC) was determined to be an on-site visit of its Adult Education and Career and Technical Education programs. Notification was sent to Dr. Jill White, Interim President, Northwest Florida State College, on October 9, 2009. The designated

representatives for the College were Melinda Stein, Dean of Instructional Services & Professional Programs, and Barbara Jones, Adult Education Director.

The on-site visit to the District was conducted May 25-27, 2010, by three representatives of the Quality Assurance Section of the Division: Ms. Eileen L. Amy, Director of Quality Assurance and Compliance and Program Specialists Ms. Sheryl Walden and Dr. Shahrokh Massoudi.

V. NORTHWEST FLORIDA STATE COLLEGE

The total student enrollment for 2008-09 is:

CTE Secondary	CTE Postsecondary	Adult General Education	Total
0	2,877	2,026	4,903

The provider was awarded the following grants for FY 2008-09 and 2009-10:

2008-2009 ADULT EDUCATION GRANTS

<u>Grant</u>	<u>Number</u>	<u>Total</u>	<u>Unexpended Funds</u>
AE - Corrections	462-1919A-9CC04	\$ 100,000	\$ 586.32
AE	462-1919A-9CG02	\$ 79,938	\$ 3,107.90
AE	462-1919A-9CG03	\$ 163,451	\$ 2,671.84
EL/Civics	462-1939A-9CE01	\$ 41,139	\$ 13,638.00
Households	462-1919A-9CH01	\$ 150,000	\$ 193.41

2008-2009 CAREER AND TECHNICAL EDUCATION GRANTS

<u>Grant</u>	<u>Number</u>	<u>Total</u>	<u>Unexpended Funds</u>
Postsecondary	462-1619A-9CP01	\$ 286,562	\$ 12,316.37
Career Pathways	462-1619A-9CCP1	\$ 48,115	\$ 1,946.08
Rural	462-1619A-9CR01	\$ 52,904	\$ 198.95

2009-2010 ADULT EDUCATION GRANTS

<u>Grant</u>	<u>Number</u>	<u>Total</u>
AE	462-1910A-0CG03	\$ 161,423
AE	462-1910A-0CG04	\$ 79,091
EL/Civics	462-1930A-0CE01	\$ 41,139

2009-2010 CAREER AND TECHNICAL EDUCATION GRANTS

<u>Grant</u>	<u>Type</u>	<u>Total</u>
Postsecondary	462-1610A-0CP01	\$ 363,271
Rural	462-1610A-0CR01	\$ 55,563

Additional information about the provider may be found at the following Web address:

<http://www.nwfsc.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.

On-site Visits

Members of the team made on-site visits to the following locations:

- Northwest Florida State College - Niceville Campus
- New Life Missionary Baptist Church - Crestview
- NWFSC – Chautauqua Center – Defuniak Springs
- NWFSC – Sikes Center - Crestview
- Okaloosa Correctional Institution - Crestview
- NWFSC – Fort Walton Beach Campus – Fort Walton Beach

Entrance Conference

The entrance conference for the Northwest Florida State College was conducted on May 25, 2010 and included: Barbara Jones, Director of Adult Education; Wanjiku Jackson, Coordinator of Career and Adult Education; Nancy Ordonia, Coordinator of Adult Education; Tammy Adams, Accountant; Penny Cox, Coordinator of Educational Services; Ms. Eileen L. Amy, Director of Quality Assurance and Compliance, and Program Specialists Ms. Sheryl Walden and Dr. Shahrokh Massoudi.

Interviews/Observations

Interviews were conducted with the administrative staff, instructional staff/program and students. Eighteen individual interviews, three group interviews (administrators and students) and twelve observations were conducted. A minimum of two interviews and observations were completed at each site. All interviews and observations were held during the course of the visit.

Records Review

Administrative, Financial, Program and Student records were reviewed. A complete list is provided in Section VIII, Section G. Some policies and procedures were reviewed on the district's website and discussed at various times during the on-site visit.

Exit Conference

The exit conference for the Northwest Florida State College was conducted on May 27, 2010 and included: Melinda Stein, Dean of Instructional Services & Professional Programs; Barbara Jones, Director of Adult Education; Wanjiku Jackson, Coordinator of Career and Adult Education; Nancy Ordonia, Coordinator of Adult Education; Penny Cox, Coordinator of Educational Services; Melissa Shadix, Staff Assistant – Adult Education; Ms. Eileen L. Amy, Director of Quality Assurance and Compliance, and Program Specialists Ms. Sheryl Walden and Dr. Shahrokh Massoudi.

VII. RESULTS

Northwest Florida State College
May 25-27, 2010

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

- The organizational chart made it difficult to understand the administrative organizational structure for both Adult Education and Career and Technical Education (CTE) and whose responsibilities included CTE programs.
- 26 CTE programs offered
- Advisory committees are active.
- Integration of academics and CTE present/teachers meet regularly
- Grants oversight and approvals process is well-managed
- Quarterly meetings are held with grants staff. Topics include:
 - Balances
 - Planning for next grant application
 - Communication so there is no overlapping of services/deliverables

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.

- Staff are trained in collection and input
- Teachers are aware of their role in the data collection process
- Testing staff is trained and reports scores to teachers for input into student records
- Student records are standardized
 - Records are kept both electronically and on paper
- A data manual is in place to ensure consistent data processes

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

None

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

- Locations of classes are determined by need/provide community access
- Saturday classes increase access.
- Prison class lacks basic supplies.
- Some classes need more textbooks.
- Teacher orientation manual is comprehensive.
- Staff works with new adult education teachers to acquaint them with procedures.
- Teachers are visited middle of year and end of year – verified by teachers.
- Training is individualized and tailored to needs of staff.
- Students have access to online classes in both adult education and CTE.
- Child care is offered for family literacy participants' children.
- Teachers use state curriculum frameworks and a variety of instructional methods.
 - ESOL students respond orally in unison to practice key concepts.
 - ABE students use computers to do research, complete assignments, or take tests.
 - ABE students complete exercise in measurement (perimeter and area) by measuring various objects in classroom.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

1. Concern: Prison class needs basic supplies, such as paper and pencils.

- *Recommendation: Explore resources available to supply prison class with paper and pencils.*

D. TECHNOLOGY/EQUIPMENT/LEARNING ENVIRONMENT Technology/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. 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.

- Property/Equipment (\$13,000 fire hose) was not properly tagged.
- Bare walls in some CTE classrooms.
 - No classroom rules/safety procedures posted
- Although inventory management system is in place, one piece of equipment was not found to be properly tagged.
- Equipment ordered for Okaloosa and Walton County sites is housed at those locations.
- Clean, inviting facilities at all locations.
- Facilities are in good repair.
- Students appreciated family-oriented atmosphere at locations where childcare was available onsite.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

1. Concern: Fire hose (purchased for \$13,000) was not properly tagged.
 - *Recommendation: Properly tag fire hose, according to College policies and procedures.*
2. Concern: No classroom rules/safety procedures posted in CTE classrooms.
 - *Recommendation: Post classroom rules/safety procedures in CTE classrooms, where appropriate.*

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

- Inclusion in classes
- Evidence of accommodations, both in class and in student records

FINDINGS

Non-discrimination notices were not found in policies, printed materials, nor seen throughout the campuses as required by federal non-discrimination laws. Such notices must be broadly posted to be accessible to students, families, and faculty. Statutory Authority: Title VI of the Civil Rights Act of 1964 [P.L. 88-352]; Title IX of the Education Amendments of 1972, as amended [20 U.S.C. 1681-1683 and 1685-1686], Section 504 of the Rehabilitative Act of 1973, as amended [29 U.S.C. 794], which prohibits discrimination on the basis of handicaps; and the Age Discrimination Act of 1975, as amended [42 U.S.C. 6101-6107], which prohibits discrimination on the basis of age.

Agency Action: Notices were posted at the Niceville campus prior to the team leaving the campus. Agency posted additional non-discrimination notices throughout the other campuses prior to this report being issued. As new materials are printed, notices will appear in them, also.

CONCERNS AND RECOMMENDATIONS

None

F. 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.

- Travel records
- Brochures on training and programs
- Articulation Agreements are found in approved grants.
- Certifications/Timesheets
- Grant expenditure tracking

- Payables
- Inventory records
- Purchasing procedures
- Equipment purchases
- Student records, both electronic and paper
 - Intake, assessment, placement, LCP/OCP attainment, accommodations
- Financial records (see section H)
- Professional Development Plan Notebook
- New Teacher Notebook
- Part-time instructors/contracts
- Teacher report forms for tests taken by students and test results

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

None

G. 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.

- New finance person, second day on job (New to job, but not to NWFSC)
- Last accountant prepared binder containing requested documents
- Financial policies and procedures are succinct, thorough, in place, and being followed.
- Signatures and approvals follow lines of authority, on both electronic and paper records.
- Green and Red Books are being used for policy guidance and development.
- NEXUS system tracks expenditures.
- Inventory management system is in place.
- Reimbursement and procurement policies are being followed.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

None

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

- Collaborative agreements are in place with five local hospitals to provide clinical practicum for health services students.
- Collaborative agreement in place with Okaloosa County for Public Safety programs and new building to house Public Safety classes.
- Donations for fire-science program made through collaborative efforts
- Consortium in place with Okaloosa County School District and Walton County School District.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

1. The consortium with Okaloosa and Walton County School Districts lacked evidence of planning, implementation and review by the three partners involved.

- *Recommendation: Roles and responsibilities of the consortium partners could be better defined. Documentation of planning, implementation, and review of the joint project should be maintained.*

VIII. REQUIRED RESOLUTION ACTIVITIES

Adult Education and Career and Technical Education

Corrective Action Plan – The College must provide a Corrective Action Plan (Appendix B) to address the finding noted in the focus area Access and Equity.

Action Plan - The College must provide an Action Plan (Appendix B) to address the concerns noted in the focus areas: Administration, Technology/Equipment/Learning Environment, and Collaboration in Section VII of this report.

Note: The agency has responded and satisfied all concerns addressed in this report prior to final publishing. No further resolutions are required on the agency's behalf.

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: Northwest Florida State College has a strong focus on educational opportunities for students. The College's location of programs is dependent upon the needs of the communities served by NWFSC. It is evident that putting students first is a top priority.

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 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.

We want to acknowledge all of the participants in the Northwest Florida State College on-site monitoring visit. Special appreciation is extended to Ms. Barbara Jones, Dean Melinda Stein, and Ms. Wanjiku Jackson for their participation and leadership in this process.

Appendix A
Northwest Florida State College
Risk Matrix for Adult Education and Family Literacy

Risk Factor	Criteria Scale	Value	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2007-08)	\$ 2,000,001+	8	X 6	= 30 <i>(total points)</i>
	700,001 - 2 million	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2007-08)	Per grant (5)	2	X 6	= 60
Number of grants with 10% or more of unexpended funds (2007-08)	Per grant (2)	5	X 4	= 40
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16 + findings	10	X10	= 60
	11-15 findings	8		
	5-10 findings (5)	6		
	1-4 findings	4		
Key organizational change within the last two (2) years.	Director	10	X 4	= 0
TOTAL Level of Risk Score				190

Appendix A
Northwest Florida State College
Risk Matrix for Career and Technical Education

Risk Factor	Criteria Scale	Value	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2007-08)	\$ 2,000,001+	8	X 6	= 30 <i>(total points)</i>
	700,001 - 2 million	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2007-08)	Per grant (3)	2	X 6	= 36
Number of grants with 10% or more of unexpended funds (2007-08)	Per grant (0)	5	X 4	= 0
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16 + findings	10	X10	= 60
	11-15 findings	8		
	5-10 findings (5)	6		
	1-4 findings	4		
Key organizational change within the last two (2) years.	Director	10	X 4	= 40
TOTAL Level of Risk Score				166

Appendix B
Northwest Florida State College
Resolution Plan

Career and Technical Education

Adult Education

Corrective Action Plan

Action Plan

	Strategies	Person Responsible	Projected Date of Completion
<p>CORRECTIVE ACTION PLAN Citation/Finding(s): Non-discrimination notices were not found in policies, printed materials, nor seen throughout the campuses as required by federal non-discrimination laws. Such notices must be broadly posted to be accessible to students, families, and faculty. <u>Statutory Authority:</u> Title VI of the Civil Rights Act of 1964 [PL. 88-352]; Title IX of the Education [20 U.S.C. 1681-1683 and 1685-1686], Section 504 of the Rehabilitative Act of 1973, as amended [29 U.S.C. 794]; and the Age Discrimination Act of 1975, as amended [42 U.S.C 6101-6107].</p>	<p>Notices were posted at the Niceville campus prior to the team leaving the campus. Agency posted additional non-discrimination notices throughout the other campuses prior to this report being issued. As new materials are printed, notices will appear in them, also.</p> <hr/> <p>NWFSC has changed the equity posting to the following: <i>NORTHWEST FLORIDA STATE COLLEGE is dedicated to the concepts of equity and equal opportunity. It is the specific intention of the college not to discriminate on the basis of age, color, creed, disability, marital status, national origin, race, religion, or sex, in its employment practices or in the admission and treatment of students.</i> <i>NWF STATE COLLEGE EQUITY COORDINATOR:</i> <i>Nancy Murphy Director, Human Resources/Equity Coordinator 100 College Boulevard Niceville, Fl. 32578 murphyn@nwfsc.edu</i></p>	Administrative Staff	7/7/2010

Appendix B
Northwest Florida State College
Resolution Plan

<p>ACTION PLAN Concerns:</p> <ol style="list-style-type: none"> 1. Prison class needs basic supplies, such as paper and pencils. 2. Fire hose (purchased for \$13,000) was not properly tagged. 3. No classroom rules/safety procedures posted in CTE classrooms. 4. The consortium with Okaloosa and Walton County School Districts lacked evidence of planning, implementation and review by the three partners involved. 	<ol style="list-style-type: none"> 1. We will be able to provide inmates with basic materials-pencils, pens and papers providing the distribution of these materials are allowed and in accordance with OCI policy and procedures for inmate usage. 2. The fire hoses have been properly identified and photo documentation was provided to the DOE on 07/01/2010. 3. Photo documentation of safety procedures in classroom was sent to DOE on 07/01/2010. 4. NWFSC provided documentation to DOE regarding activities and programs conducted during the 2009-2010 SY (sent 07/08/2010). In the future, NWFSC will hold quarterly consortium meetings to discuss program changes and development, as well as to designate the roles and responsibilities of objectives. 	<p style="text-align: center;">Administrative Staff</p>	<p style="text-align: center;">7/15/2010</p>
<p>Technical Assistance Needed and/or Provided:</p>			
<p>Date and Status of Action: 8/16/2010 – Completed</p>			
<p>Plan submitted by: Wanjiku Jackson</p>		<p style="text-align: right;">Date: 7/29/2010</p>	
<p>Plan accepted by: Eileen Amy</p>		<p style="text-align: right;">Date: 8/16/2010</p>	