



Quality Assurance and Compliance Monitoring

Career and Technical Education

Pasco-Hernando Community College
February 11-13, 2013

Final Report

April 1, 2013

TABLE OF CONTENTS

I.	Introduction.....	1
II.	Authority... ..	1
III.	Quality Assurance Policies, Procedures, and Protocols.....	1
IV.	Provider Selection	1
V.	Pasco-Hernando Community College	2
VI.	Monitoring Activities.....	2
VII.	Results.....	3
VIII.	Required Resolution Activities	7
IX.	Targeted Technical Assistance.....	7
X.	Remarks or Positive Practices.....	7
XI.	Summary	7
XII.	Appendix A	8
XIII.	Appendix B	9

Florida Department of Education
Division of Career and Adult Education

**Pasco-Hernando 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 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 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 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 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 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 Pasco-Hernando Community College (PHCC) was determined to be an onsite visit. Notification was sent to Dr. Katherine M. Johnson, President, on October 26, 2012. The designated representative for the agency was Mr. Edwin Goolsby, Dean, Workforce Development.

The onsite visit to the agency was conducted February 11-13, 2013, by two representatives of the Quality Assurance section of the Division: Program Specialists, Dr. Shahrokh Massoudi and Rick Lockenbach J.D.

V. PASCO-HERNANDO COMMUNITY COLLEGE

CTE postsecondary student enrollments (2010-11) Total student enrollments: 2,520`

The provider was awarded the following grants for FYs 2010-11, 2011-12, and 2012-2013:

2010-2011

CAREER AND TECHNICAL EDUCATION GRANTS

<u>Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
512-1611A-1CP01	Postsecondary	\$585,978	0.00

2011-2012

CAREER AND TECHNICAL EDUCATION GRANTS

<u>Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
512-1612A-2CP01	Postsecondary	\$574,168	0.00

2012-2013

CAREER AND TECHNICAL EDUCATION GRANTS

<u>Grant Number</u>	<u>Type</u>	<u>Total</u>	<u>Unexpended Funds</u>
512-1612A-2CP01	Postsecondary	\$625,120	Unavailable

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

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 Pasco-Hernando Community College was conducted on February 11, 2013. The exit conference was conducted on February 13, 2013. The participants are listed below:

Name	Title	Entrance Conference	Exit Conference
Agency Participants			
Bob Bade	Associate Dean of Student Activities and Engagement, District	X	X
Ed Goolsby	Dean of Workforce Development, West Campus	X	X
Lisa Richardson	Associate Dean, East Campus	X	X
Nancy Burch	Director of Public Service Program, East Campus	X	X
Rob Aegis	Director of CTE, District School Board of Pasco County	X	
Imani Asukile	Director of Multicultural Student Affairs and Equity Services, District	X	
Debra Whittake	Purchasing Agent, District	X	X
Carol Lewis	Senior Accountant, West Campus	X	X

Kim Molina	Assistant Comptroller, West Campus	X	X
Brian Horn	Dean of Administration and Finance, District	X	X
Donna Budzinski	Dean of Student Enrollment and Retention, District	X	X
Janice Scott	Director of Management Information Services, District	X	X
Geri Cochran	Associate Dean, West Campus	X	X
Ed Siegel	Director of Institutional Research & Grants, West Campus	X	X
Jennifer Curtis	Administrative Assistant I, West Campus	X	X
M. Estella Garvin	Director of Administration and Student Records, West Campus	X	X
Sonia Rodriguez	Associate Dean, North Campus	X	X
Jayne Rothberg	Dean of Health and Occupations, District	X	X
Paul Wright	Dean of Instructional Technology, West Campus	X	
Jennie Pell	Institutional Research and Assessment Specialist, West Campus	X	X
Reggie Wilson	Assistant Dean of Student Development, West Campus		X
Dr. Timothy Beard	Vice President of Student Development and Enrollment Management, District		X
DOE Staff		X	X
Dr. Shahrokh Massoudi	Program Specialist	X	X
Rick Lockenbach, J.D.	Program Specialist	X	X

Interviews/Observations

Interviews were conducted with the administrative staff, instructional staff, program and transition specialists, and students. Twenty-two interviews and eight 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

Pasco-Hernando Community College
February 11-13, 2013

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

- The Workforce Development Dean has substantial administrative experience.
- The College has four campuses to serve Pasco and Hernando Counties.
- There is a strong emphasis on student need at all levels, consistent with the College mission statement.
- E-certification training is required before faculty and adjuncts can offer an online course.
- There is an annual College staff development day, and CTE faculty are encouraged to attend at least one additional staff development activity a year.
- There are two annual staff development days for adjunct staff.
- The College is developing new CTE programs and exploring new CTE programs.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: Student advisors at all campuses need up to date information on federal financial aid changes that relate to online courses and part-time students.

Recommendation: Address this issue through staff development or other resources for student advisors.

- 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.
- The College has written policies for data collection and reporting.
 - Institutional research is becoming more involved in supporting CTE programs such as needs assessment for developing and expanding these programs.
 - The College has shown improvement with the Perkins core measures.
 - Implementation of Program Improvement Plans for Perkins was reviewed, including sharing of the College's data on these measures.
 - A sample of records of students earning industry certification in Postsecondary Adult Vocation and College credit programs was verified.
 - The College staff participates in an FDOE Community College and Technical Center Management Information Systems Advisory Committee and the Workforce District Data Advisory Committee meetings.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: The Workforce Development Dean has limited involvement with the data collection and reporting process.

Recommendation: Increase the Dean's involvement in the data collection and review process to increase data accuracy.

- C. CURRICULUM AND INSTRUCTION** refers to those elements which contribute to student learning and skill acquisition. It also addresses student and instructor observations.
- The faculty is using a range of instructional strategies.
 - There is an emphasis on project-based learning.
 - Students are interacting appropriately with faculty and instructors in the classroom.
 - The Public Service Program at East Campus provides regular community orientations to law enforcement programs to help potential students make good career choices.
 - Faculty and adjuncts typically have substantial experience relevant for the classroom.
 - The College is expanding the array of CTE programs, including online instruction.
 - Many CTE programs have high passing rates for industry certification.
 - The business education dual enrollment program at River Ridge High School is of high interest to the students.
 - Textbooks and software are up to date, and there is an adequate supply.
 - The College's early alert freshman initiative that provides additional support for students has received best practices recognition.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

None.

D. TECHNOLOGY AND EQUIPMENT refers to a review of the technology and equipment used by students and teachers in the classroom; this addresses access, availability, innovation, use and condition.

- Equipment was in good working order and up to date.
- Equipment was being used appropriately by instructors and students.
- The inventory system is in place, with a \$5,000 threshold for capitalized equipment.
- Equipment less than \$1,000 is also included within the inventory.
- Equipment purchased with grant funds was readily located and tagged, including equipment in three dual enrollment CTE programs.
- Projectors are being commonly used by faculty and instructors.
- The College has a technology plan that includes periodic replacement of equipment.
- The College participates with other Florida colleges under a contract for refreshing computers.
- Computers are being re-purposed as appropriate.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: At the North and West Pasco-Hernando Community College campuses, internet connectivity was not sufficiently up to speed to satisfy student instructional need.

Recommendation: Improve data accessibility, invest in data upgrades. Address this issue through the Instructional Technology Department.

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.

- Buildings are well-maintained; classrooms are inviting.
- Classroom walls contain appropriate rules and other information.
- Students appear to be receiving the individual attention they need in the classroom.
- No issues with safety were observed.

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 Equity Officer is located within the Student Activities Office, and they jointly plan the College's extracurricular activities.
- Non-discrimination notices were broadly posted.
- Genetic identity has been incorporated as a protected class in the College's non-discrimination policy.
- The College faculty and staff are aware of the policies relating to the non-discrimination policy.
- The student planner contains appropriate information for students regarding non-discrimination and equal access.
- During student group orientation, there are breakout sessions with the College's Equity Coordinator.
- The College disability coordinator participates in the high school interagency council for students with disabilities.

FINDINGS

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

CONCERNS AND RECOMMENDATIONS

Concern: A number of publications, including program brochures, need to be updated to include non-discrimination notices.

Recommendation: Revise printed materials to cover all protected classes as they are published.

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

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.

- The Finance Director is very knowledgeable about CTE programs.
- The purchasing process was reviewed, as well as a sample of purchases.
- A sample of travel and the College process was reviewed.
- The agency personnel time records are in order.
- The College has a process for College-wide budget review, and there are monthly financial reviews.
- The College has spent 100% of Perkins funding during the last two years, and the Workforce Dean is informed on an ongoing basis of the amount of available 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.

- A consortium with Pasco County School District for Perkins postsecondary funding and postsecondary articulation exists.
- The College offers dual enrollment in Pasco County.
- The College has a written policy for advisory committees; each program has an advisory committee.
- There is one meeting for advisory committees college-wide, and these committees meet other times during the year to provide program support.
- Local law enforcement provides police cars for students enrolled in law enforcement programs at the East Campus.
- At the North Campus, several programs are sharing patient simulators to maximize resources.
- The College has numerous partnerships for clinicals, internships, and other work-based opportunities for students.
- The College has obtained a US Department of Labor grant as part of a consortium of Florida Colleges to create and expand manufacturing programs.
- Speakers are commonly used in CTE classes.

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 well satisfied with their programs of instruction.
 - Students were complimentary of their faculty, adjuncts, and administration.
 - A number of students, including dual enrollment students, wanted more information about career opportunities.
 - Students were enthusiastic about their programs.

VIII. REQUIRED RESOLUTION ACTIVITIES

CAREER AND TECHNICAL EDUCATION

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

Once the Corrective Action or Action Plan is submitted, reviewed, and approved, if appropriate, 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.

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 visit:

- The College's student planner has received exemplary practice recognition by the Florida Association of Community Colleges.

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 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 extend our appreciation to all participants in the Pasco-Hernando Community College onsite monitoring visit. Special thanks to Mr. Edwin Goolsby for his participation and leadership in this process.

Appendix A
Pasco-Hernando Community College
Risk Matrix

Risk Factor	Criteria Scale	Value	Risk Factor Weight	Total Points
Total amount of agency funding from grants (2010-11)	\$ 2,000,001+	8	5 x 6	30
	700,001 – 2,000,000	6		
	300,001 - 700,000	5		
	< 300,000	4		
Number of grants per agency (2010-11)	Number of grants	x 2	2 x 6	12
Number of grants with 10% or more of unexpended funds (2010-11)	Number of grants	x 5	0 x 4	0
Audit findings relevant to internal control weaknesses during three (3) previous years for targeted agency.	16 + findings	10	4 x 10	40
	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	1x 10	10 x 4	40
TOTAL Level of Risk Score				122

Pasco-Hernando Community College Resolution Plan
Career and Technical Education

Type of Plan	Strategies	Person Responsible	Projected Date of Completion
Corrective Action Plan Finding(s):			
Action Plan Concerns: 1. Student advisors at all campuses need up to date information on federal financial aid changes that impacts online courses and part-time students.	PHCC has addressed this concern regarding clock hour programs via three methods of training. On February 22, 2013, PHCC's Financial Aid department held a staff training session for all financial aid staff. Clock hour programs were specifically discussed, with staff having the opportunity to raise issues and discuss concerns. A second training session was held as a component of the PHCC district-wide spring advisor-level staff training. This training session, presented by the Assistant Dean of Financial Aid/Veterans Services and the Associate Director of Financial Aid, provided academic advisors as well as financial aid staff with specific information regarding the impact of federal and state changes on clock hour programs. Of specific focus were online courses and students attending these programs on a part-time basis. Lastly, training is ongoing on an individual basis as advisors and other advising or financial aid staff have questions. The Assistant Dean of Financial Aid/Veterans Services and the Associate Director of Financial Aid provide specific training (often via phone, email, or instant messenger) for specific types of situations or questions that staff may have.	Ms. Donna Burdzinski	Completed

2. The Workforce Development Dean has limited involvement with the data collection and reporting process.	After the Student Data Base data passes all state edits, verification reports are run. These reports are: Enrollment and Completion Report, Occupational Completion Point Report, and Completer Report. They will be reviewed by the Dean of Workforce Development and the Dean of Health Occupations.	Ms. Jan Scott	Completed; process in place
3. At the North and East Campuses, internet connectivity was not sufficiently up to speed to satisfy student instructional need.	We are adding more WiFi access points and doubling our bandwidth both intranet and internet to handle this concern.	Mr. Paul Wright	By June 30, 2013
4. A number of publications, including program brochures, need to be updated to include non-discrimination notices.	CTE program brochures will be replaced with new editions that will include PHCC's non-discrimination statement.	Mr. Ed Goolsby	By June 30, 2013
Technical Assistance Needed and/or Provided:			
Plan submitted by (name and title): <u>Ed Goolsby - Dean, Workforce Development</u> Date: <u>3/20/2013</u>			
Plan accepted by: <u>Gloria Spradley-Brown, Bureau Chief</u> Date: <u>3/22/2013</u>			
Status of Resolution Plan (to be completed by DOE staff)			
Date	Status of Plan Completion		