



**Quality Assurance and Compliance
Desk Monitoring Review
for
Adult Education and Family Literacy**

**Florida State College at Jacksonville
January 11-15, 2016**

Final Report



State Board of Education

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February 29, 2016

Dr. Cynthia A. Bioteau, President
Florida State College at Jacksonville
Downtown Campus, 101 West State Street
Jacksonville, FL 32202

Dear Dr. Bioteau:

We are pleased to provide you with the final desk monitoring review report for the adult education programs at the Florida State College at Jacksonville. The final report will also be placed on the Quality Assurance and Compliance website at <http://fldoe.org/academics/career-adult-edu/compliance>.

We appreciate the leadership and professionalism demonstrated by your staff during the desk monitoring review. If we can be of any assistance, please contact Tashi D. Williams, director of Quality Assurance and Compliance, at 850-245-9033 or Tashi.Williams@fldoe.org.

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

Sincerely,

Rod Duckworth

RD/sm

Enclosure

cc: Dr. Patty Adeeb, director, Collegiate Studies
Gloria Spradley-Brown, bureau chief, Grants Administration and Compliance
Tashi, D. Williams, director, Quality Assurance and Compliance
Dr. Shahrokh Massoudi, program specialist, Quality Assurance and Compliance

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**Florida State College at Jacksonville
Adult Education and Family Literacy
Quality Assurance and Compliance 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 and Compliance section 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 (Perkins) Career and Technical Education Act of 2006 and for Adult Education (AE) under the Adult Education and Family Literacy Act of 1998. FDOE awards subgrants 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 subgrants 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 pursuant to 34 CFR 76.770, Education Department General Administrative Regulations (EDGAR) and the Uniform Grant Guidance (UGG) for grant awards issued on or after December 26, 2014. The Florida Department of Education, Division of Career and Adult Education is required to oversee the performance of subgrantees in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes).

Additional citations noting pertinent laws and regulations and authority to monitor are located in the 2015-2016 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 2015-16 program year. The manual is 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://fldoe.org/academics/career-adult-edu/compliance>.

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 department 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 Florida State College at Jacksonville was determined to be a desk monitoring review. Notification was sent to Dr. Cynthia A. Bioteau, president, Florida State College at Jacksonville, on November 23, 2015. The designated representative for the agency was Dr. Patty Adeeb, director, collegiate studies.

The desk monitoring review for the agency was conducted on January 11-15, 2016, by one representative of the Quality Assurance and Compliance section of the division: Dr. Shahrokh Massoudi, program specialist.

V. FLORIDA STATE COLLEGE AT JACKSONVILLE

ENROLLMENT:

Fiscal Year (FY) 2013-14

Adult General Education

3,490

(Possible duplication at the program level)

The provider was awarded the following grants for FYs 2013-14, 2014-15 and 2015-16:

2013-2014

<u>Grants</u>	<u>Grant number</u>	<u>Total Grant Amount</u>	<u>Unexpended Funds</u>
Adult General Education	162-1914A-4CG01	\$ 1,169,495.00	\$ 123,137.80
English Literacy and Civic	162-1914A-4CE01	\$ 188,601.00	\$ 9,895.30

2014-2015

<u>Grants</u>	<u>Grant number</u>	<u>Total Grant Amount</u>	<u>Unexpended Funds</u>
Adult General Education	162-1915B-5CG01	\$ 1,226,639.00	\$ 44,141.90
English Literacy and Civic	162-1916B-5CE01	\$ 121,746.00	\$ 455.60

2015-2016

<u>Grants</u>	<u>Grant number</u>	<u>Total Grant Amount</u>	<u>Unexpended Funds</u>
Adult General Education	162-1916B-6CG01	\$1,226,639.00	N/A
English Literacy and Civic	162-1916B-6CE01	\$ 121,746.00	N/A

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

<https://www.fscj.fl.edu/>

VI. MONITORING ACTIVITIES

The desk monitoring review activities included records and data review and an exit conference call.

Exit Conferences

The exit conference was conducted by conference call on January 28, 2016. The participants are listed below:

Name	Title	Exit Conference
Dr. Kathleen Ciez-Volz	Executive Dean, Academics Foundation	X
Deana M. Waite	Program Coordinator, Adult Education	X
FDOE MONITORING TEAM		
Tashi Williams	Program Director, FDOE	X
Dr. Shahrokh Massoudi	Program Specialist, FDOE	X

Records Review

Program, financial and administrative records were reviewed. A complete list is provided in section VII, item E. Some policies and procedures were reviewed on the agency's website.

VII. RESULTS

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

- Administrators and faculty are devoted to the Adult Education programs.
- Staff participated in the Adult and Community Education (ACE) annual conference.
- The college provides professional development for AE faculty and staff at the Innovation Center for Professional Development.
- Administrators are informed and eager to improve the quality of AE programs.
- Administrators are dedicated to the success of students.
- The college has a comprehensive program review process to review program offering.
- The college has strategic locations throughout the county that are easily accessible to those in most need of literacy services such as:
 - Downtown Campus
 - North Campus
 - South Campus
 - Sulzbacher Center
 - Jacksonville Correctional Centers
 - Urban Resource Center
 - Cecil Center North
 - Cecil Center South
 - Advanced Technology

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

- The data is used for evaluating AE programs.
- Instructors and administrators have access to data.
- The college uses the ORION data system for capturing and maintaining student attendance, student records, course information and performance in AE.

- The staff from the data collection section participate in FDOE data reporting meetings.
- The college uses TABE, CASAS, ELCATE and GED Ready® as standardized assessment instruments to pre and post - test students.
- The college has policies and procedures for data collection, analysis and reporting student data.

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

- The adult education programs use the Evidence - Based Reading Instruction (EBRI) curriculum.
- Instructors are using a variety of technology in their classrooms.
- The adult education programs include a variety of effective instructional practices which enables students to develop the necessary reading and writing skills.
- The adult education programs offer a variety of learning methods such as group learning, lectures, labs, individualized instruction via computer/software and textbook.
- The college is following the curriculum frameworks as established by the FDOE.
- The college has a career specialist who facilitates and conducts field trips about career exploration and planning.

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 college has a technology plan that includes the disposing of equipment acquired under the funded grants.
- Technology is integrated into instruction.
- The college conducts inventory annually.
- A variety of technology is used by faculty and students to enhance student learning.
- The college has developed an outstanding inventory system as required by the Education Department General Administrative Regulation (EDGAR).

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

- Colleges website
- Technology plan
- Financial records (payroll, time and effort reports, purchase orders, travel, expenditures and financial policies and procedures)
- Completed AE grant applications
- Final disbursement reports for AE grants
- Program brochures
- Allowable cost protocol
- The data workshops and the roster of the participants
- Lesson planner

F. 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 college has fiscal policies and procedures that include standard accounting practices.
- The approval process is thorough and is being followed.
- Meetings are held regularly to discuss AE grants.

- Documentation provided such as payroll, time and effort reports, purchase orders, travel and expenditures was accurate.
- The college tracks AE grant funds separately from other revenue.
- The financial office maintains accounting records for three years.

VIII. REQUIRED RESOLUTION ACTIVITIES

ADULT EDUCATION AND FAMILY LITERACY

1. Corrective Action Plan (findings) – Florida State College at Jacksonville is not required to complete a corrective action plan.
2. Action Plan (concerns) – Florida State College at Jacksonville is not required to complete an action plan.

IX. 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, forwarded to the agency head with a copy to the appropriate parties, and is posted on the department's website at the following address: <http://fldoe.org/academics/career-adult-du/compliance>.

Finally, the division issues a closure notice to the agency head and contact designees. This notice indicates all outstanding resolution items if applicable, have been completed.

On behalf of the department, the monitor, Dr. Shahrokh Massoudi extends his appreciation to all participants in the Florida State College at Jacksonville desk monitoring review. Special thanks is offered to Dr. Patty Adeb for her participation in this process.

APPENDIX A

Florida State College at Jacksonville
Adult Education
Risk Matrix

Risk Scores Matrix for Colleges Receiving Adult Education (AE) Grants					
Agency Name: Florida State College At Jacksonville					
Program type: ADULT EDUCATION					
Target Year: 2013-2014					
Monitoring Year: 2015-2016					
Metric	Scaling	Point Value	Points Assigned	Weight	Total Metric Points
Total AE Budget Allocated Value	Upper Quartile	7	7	<u>X 10</u>	70
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
# AE Grants Value	4+	7	3	<u>X 8</u>	24
	3	5			
	2	3			
	1	1			
AE Director Change Value	Yes	7	0	<u>X 6</u>	0
	No	0			
AE Funds Remaining Point Value	Upper Quartile	7	7	<u>X 4</u>	28
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
	0	0			
OAG Findings Value	Upper Quartile	7	5	<u>X 4</u>	20
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
	0	0			
AGENCY RISK SCORE:					142

*Compliance monitoring last visit: AE, Spring 2010, AE, Spring 2015

*Data sources used for calculations: Prior to July 1, 2015