# Quality Assurance and Compliance
# On-Site Monitoring Review
# for
# Career and Technical Education

# Gulf Coast State College

## January 24 - February 4, 2022

## Final Report

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Florida Department of Education
Division of Career and Adult Education
**Gulf Coast State College**
**Career and Technical Education**
**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 (QAC) section is responsible for designing, developing, implementing, and evaluating a comprehensive quality assurance system, 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 regularly.

## 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) Strengthening Career and Technical Education for the 21st Century Act, and for Adult Education (AE) under the Workforce Innovation and Opportunity Act (WIOA) of 2014. 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 according 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 sub-grantees in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes).

## III.      QAC CORE MONITORING GUIDE

The Core Monitoring Guide (CMG) is intended to be used broadly by any reviewer conducting an onsite or desk monitoring of any program currently administered by the division. The guide provides a summary of each facet of the monitoring design and the process. It also contains objectives that may be used as agencies are monitored or reviewed. 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 strategies to be implemented.

The QAC section may apply any specific monitoring strategy to any federal or state-funded provider at any time. There may be circumstances that may warrant onsite monitoring, desk monitoring review or other strategies regardless of a provider's risk matrix score.

Gulf Coast State College (GCSC) monitoring strategy was determined to be an onsite monitoring review (OSMR). A notification was initially sent to Dr. John R. Holdnak, president, on November 1, 2021. The designated representative for the agency was Dr. Cheryl Flax-Hyman. The division's representative conducting the OSMR was the program specialist, Orion Price, of the Quality Assurance and Compliance section.

## V. Gulf Coast State College

ENROLLMENT:
CTE (possible duplication at program level): Postsecondary – 8,982

### Finance
The provider was awarded the following grants for fiscal year's (FY) 2018-19, 2019-2020 and 2020-21:

**FY 2018-19**

| Grants | Grant Number | Grant Amount | Unexpended |
|---|---|---|---|
| Perkins Postsecondary | 032-1619B-9CP01 | $266,441.00 | $33,289.00 |

**FY 2019-20**

| Grants | Grant Number | Grant Amount | Unexpended |
|---|---|---|---|
| Perkins Postsecondary | 032-1610B-0CP01 | $248,222.00 | $0.52 |

**FY 2020-21**

| Grants | Grant Number | Grant Amount | Unexpended |
|---|---|---|---|
| Perkins Postsecondary | 032-1611B-1CP01 | $255,142.00 | N/A |
| CARES Act - Rapid Credentialing | 032-1230A-1CR01 | $361,266.00 | N/A |

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

## VI. MONITORING ACTIVITIES

The monitoring activities included pre- and post-review planning, an entrance and exit meeting, records review, and interviews with administrators, if necessary.

Onsite Visits
The onsite visit was made during the week of January 24-28, 2022, which concluded the OSMR process.

Entrance and Exit Meetings
The entrance meeting for GCSC was conducted on January 24, 2022. The exit meeting was conducted on February 4, 2022. The participants are listed below:

| | | | |
|---|---|---|---|
| Dr. Cheryl Flax-Hyman | Vice President | X | X |
| Amber Coker | Research Analyst | X | |
| Judson "Tyler" Morgan | Associate Director, Grant Accounting | X | X |
| Melanie Boyd | Chair of Business and Tech | X | |
| Bruce Harbor | Chair of Public Safety Division | X | |
| Laura Justice | Chair of Health Science | X | |
| Kimberly Phillips | Director of Financial Accounts | X | |
| | | | |
| Orion Price | Program Specialist, QAC, FDOE | X | X |
| Michael Swift | Program Specialist, QAC, FDOE | X | X |

Interviews
GCSC administrators were available for interviews, if necessary.

Records Review
The program, financial, administrative and student records were reviewed. A complete list is provided in section VII, section F. A minimum of 21 student records were checked. In addition, policies and procedures were examined and discussed at various times during the monitoring review.

## VII.    OBSERVATION

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

- GCSC's President's, Dr. John R. Holdnak, approval is required to apply for all grants. In addition, the four department heads meet a minimum of bi-annually to create and submit a spreadsheet that is utilized for rack and stacking of needs of the grant funds. This ensures the departments in most need is supplied with items required for the year's classes.
- As a recipient of grant award funds, GCSC follows all the rules, regulations and other requirements that apply to those funds. The college is responsible for administering and supervising all awarded grants under the terms and conditions of each award. Federal regulations require that processes are consistent across the college. As a state college, they also follow Florida Statutes. In any situation where Florida Statutes are more restrictive or more limiting than federal regulations, the Florida Statutes are complied with.
- As part of the required comprehensive local needs assessment (CLNA), CTE administrative staff consult with advisory committees and entities across Bay County and the surrounding area. The advisory committee has stakeholders that are comprised of students, teachers, CareerSource Gulf Coast and multiple local business and community leaders. The college meets with the advisory boards quarterly at a minimum.
- Maria Goodwin is GCSC's contact at CareerSource Gulf Coast, who played a crucial role in developing the CLNA through conversations and meetings with the college and advisory boards. In addition, Mrs. Goodwin helped coordinate CLNA efforts between GCSC, Bay District Schools (BDS) and the local Workforce Board. Through teamwork the GCSC mentioned above serves all special populations, including ex-offenders, homeless and low-income individuals.

GCSC has a robust social media program that spreads information to the local community that promotes financial help to the special need's populations required to be serviced in the CLNA. This gives them information on who qualifies for financial help while also sharing success stories of previous or current students of GCSC.

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

- Amber Coker is the Research Analyst that oversees the data and assessment department.
- GCSC utilizes Banner® as their integrated Student Information System (SIS) and Workforce Development Information System (WDIS).
- GCSC follows all requirements and gives disclosure information for the Family Education Right and Privacy Act (FERPA). The Required information needed includes the student's name, major, dates of enrollment, degrees or honors earned, participation in sports or activities, enrollment status, colleges attended prior and awards.
- The current Student Database Data Directory was provided as evidence of procedures for collecting, verifying, analyzing and reporting student data.
- All of the data elements required of their local MIS were included in the system and verified during the review.
- Samples of CTE student data were reviewed and verified for accuracy as part of the monitoring review.

C.    **CURRICULUM AND INSTRUCTION** refers to those elements that contribute to student learning and skill acquisition.

- GCSC offers roughly 124 academic programs, from career training to university transfer options to bachelor degrees. In addition, many of their career-focused programs offer industry-recognized certifications to get students into the workforce with strong workforce understanding quickly.
- At GCSC, student advisors help with the registration, course planning/scheduling, degree program exploration, transfer information and registration of courses. The advisor meets with the student before every semester to ensure the student is on course to graduate with the degree they signed up for.
- GCSC CTE instructors participate in annual training provided by FDOE, annual professional development throughout the college and attend professional development conferences that align with the instructor's department throughout the year.
- Appropriate and reasonable accommodation is offered based on documented needs. Accommodations might include adaptive technology, enlargers, early registration, tutors, note takers, sign language interpreters, real-time captioning, testing arrangements and classroom modifications. Accessibility Services is the campus office that works with students who have disabilities to provide and/or arrange for all reasonable accommodation.
- Postsecondary students learn about CTE program offerings through online ads, printed flyers, postcards, etc. In addition, the GCSC website has a page dedicated to articulated credit for students to find a quicker way through their Program of Study. The website also includes wage information for occupations attached to each credential as well as the academic pathway for each program. Additionally, the school provides a brochure that summarizes each program, gives all class requirements, and shows the annual median wage while informing students of the required prerequisite to join the program.

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

- All inventory criteria set forth by federal, state and local guidelines are included within the inventory management system. The inventory management system was verified during the OSMR.
- All Perkins inventory is manually checked and verified by the GCSC staff. The Department heads are given a list of inventories they should have on hand, and the department heads are charged with ensuring all items are accounted for and in the correct area according to the list. This inspection is done twice a year between semesters. This helps identify if any items are missing between classes and can be narrowed down as to when an item went missing.
- The fixed asset system is an automated process for recording the acquisition, location, custody, original cost, depreciation, and ultimate disposition of college personal property.
- All Capitalized Property costing $5,000 or more is recorded in the fixed asset system and permanently identified (tagged) with a property number decal. All inventory reviewed on site was in the correct place and tagged with correct numbers.
- There was one police report provided for a laptop that was lost in 2020. The appropriate steps were followed to report the item stolen. There were no stolen items to report at GCSC.
- If the college has an item for surplus, the department head must describe the item in writing to the board of trustees, then fill out a form. The item is then held for the mandatory timeframe before getting rid of the item.

E. **ACCESS AND EQUITY** refer to compliance with federal non-discrimination laws' requirements relating to recruitment, enrollment, participation, and completion of programs.

- The Office of Equal Educational Opportunity (OEEO) is responsible for monitoring and overseeing civil rights compliance obligations. Should you have any questions or concerns, please contact the OEEO at 850-245-0511.

F. **RECORDS REVIEW** refers to reviewing the records and documents that evidence compliance with federal and state rules and regulations. In addition, a sampling of financial and programmatic records is reviewed.

- Size, scope and quality review
- CLNA –Local Market Alignment
- MIS data quality Postsecondary checklist
- Policies and procedures for finance and procurement
- Student and employee handbooks
- Inventory and procurement records
- Memorandums of Understanding (MOUs) and articulation agreements
- Advisory committee records – agendas, sign-in sheets, etc.
- Professional development and training records – agendas, sign-in sheets, training materials, etc.
- CTE student data review

**G.** **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.

- Banner® is used as the GCSC's Enterprise Resource Planning (ERP) system.
- GCSC's financial procedures ensure efficient management of the college's Postsecondary CTE grant funds. The financial procedures cover internal controls, training for staff, financial reporting, audit requirements, individual responsibilities and procurement steps.
- The procurement manual states that GCSC covers the following methods of procurement for goods/services. First, daily expenditures are items that do not exceed $1,000 are classified as a blanket purchase order (BPO). Second, all purchases between $1,000 to $99,999.99 must be signed off by GCSC's Vice President of Academic Affairs. Third, anything valued at $100k or above needs to be signed off on by the college president. Finally, the procurement manual directs what steps need to be taken to approve the requests.
- GCSC complies with all Federal statutes prohibiting the use of Federal grant funds to take the place of, or substitute for, state or local funds for services required by law. Federal funds must supplement services offered with state and local funds. Federal funds are not permitted to be used to supplant the state and local funds used to offer those programs and services.
- GCSC does not use Perkins grant-funded purchasing cards.

**H.** **COLLABORATION** refers to the collaborative agreements, partnerships, or memoranda of understanding (MOU) that are in place to benefit an agency's programs and students.

- GCSC has numerous collaborations and MOUs within the local community. They often offer additional educational and job experiences to students within the district. The list of partners includes, but is not limited to:
  - Career Source Gulf Coast
  - Bay District Schools
  - Florida State University, Panama City
  - Bay County Health Department
  - Destin Surgery Center
  - Ft. Walton Beach Medical Center

## VIII.   RESULTS

GCSC was not found to be out of compliance. All items reviewed were compliant in accordance to applicable local, state and federal laws and/or policies and procedures.

## IX.   SUMMARY

Once the monitoring review is completed, including receipt of the additional requested information when applicable, a preliminary report is forwarded to the provider for review. Comments are accepted and will be considered at the discretion of the FDOE monitoring team lead. Once the final report is approved, it will be forwarded to the agency head with a copy sent to the provider designated contact person. The final report will be posted on the department's website at the following address: http://fldoe.org/academics/career-adult-edu/compliance.

Finally, the division issues a closure letter to the agency head and designated contact person. This letter indicates that all outstanding corrective action plan items have been completed, when applicable, and that no further action is required. This letter will officially end your monitoring process.

The monitoring team extends its appreciation to all participants of Gulf Coast State College monitoring review on behalf of the department. Special thanks is offered to Dr. Cheryl Flax-Hyman for her participation and leadership during this process.

Gulf Coast State College
Career and Technical Education
Risk Matrix

| **Risk Scores Matrix for Colleges Receiving Career and Technical Education (CTE) Carl D. Perkins Grants** | | | | | |
|---|---|---|---|---|---|

Agency Name: **Gulf Coast State College**
Program Type: **CTE**
Monitoring Year: **2021-2022**

| Metric | Scaling | Point Value | Points Assigned | Weight | Total Metric Points |
|---|---|---|---|---|---|
| **Number of Years Since Last Monitored** | 7 or More Years | 7 | **3** | X 10 | **30** |
| | 5-6 | 5 | | | |
| | 3-4 | 3 | | | |
| | 0-2 | 1 | | | |
| **Total Budget for all Perkins Grants Combined** | Upper Quartile | 7 | **1** | X 8 | **8** |
| | Upper Middle | 5 | | | |
| | Lower Middle | 3 | | | |
| | Lower Quartile | 1 | | | |
| **Number of Perkins Grants** | 4 or More | 7 | **1** | X 8 | **8** |
| | 3 | 5 | | | |
| | 2 | 3 | | | |
| | 1 | 1 | | | |
| **Change in Management Information Systems (MIS) from Previous Fiscal Year** | Yes | 7 | **0** | X 6 | **0** |
| | No | 0 | | | |
| **Agency CTE Program Director Change from Previous Fiscal Year** | Yes | 7 | **7** | X 6 | **42** |
| | No | 0 | | | |
| **Unexpended Funds from all Perkins Grants Combined** | Upper Quartile | 7 | **0** | X 4 | **0** |
| | Upper Middle | 5 | | | |
| | Lower Middle | 3 | | | |
| | Lower Quartile | 1 | | | |
| | 0 | 0 | | | |
| **Number of Findings from the Office of the Auditor General** | Upper Quartile | 7 | **0** | X 4 | **0** |
| | Upper Middle | 5 | | | |
| | Lower Middle | 3 | | | |
| | Lower Quartile | 1 | | | |
| | 0 | 0 | | | |
| | | | **AGENCY RISK SCORE:** | | **88** |

Data sources used for calculations: Prior to July 1, 2020
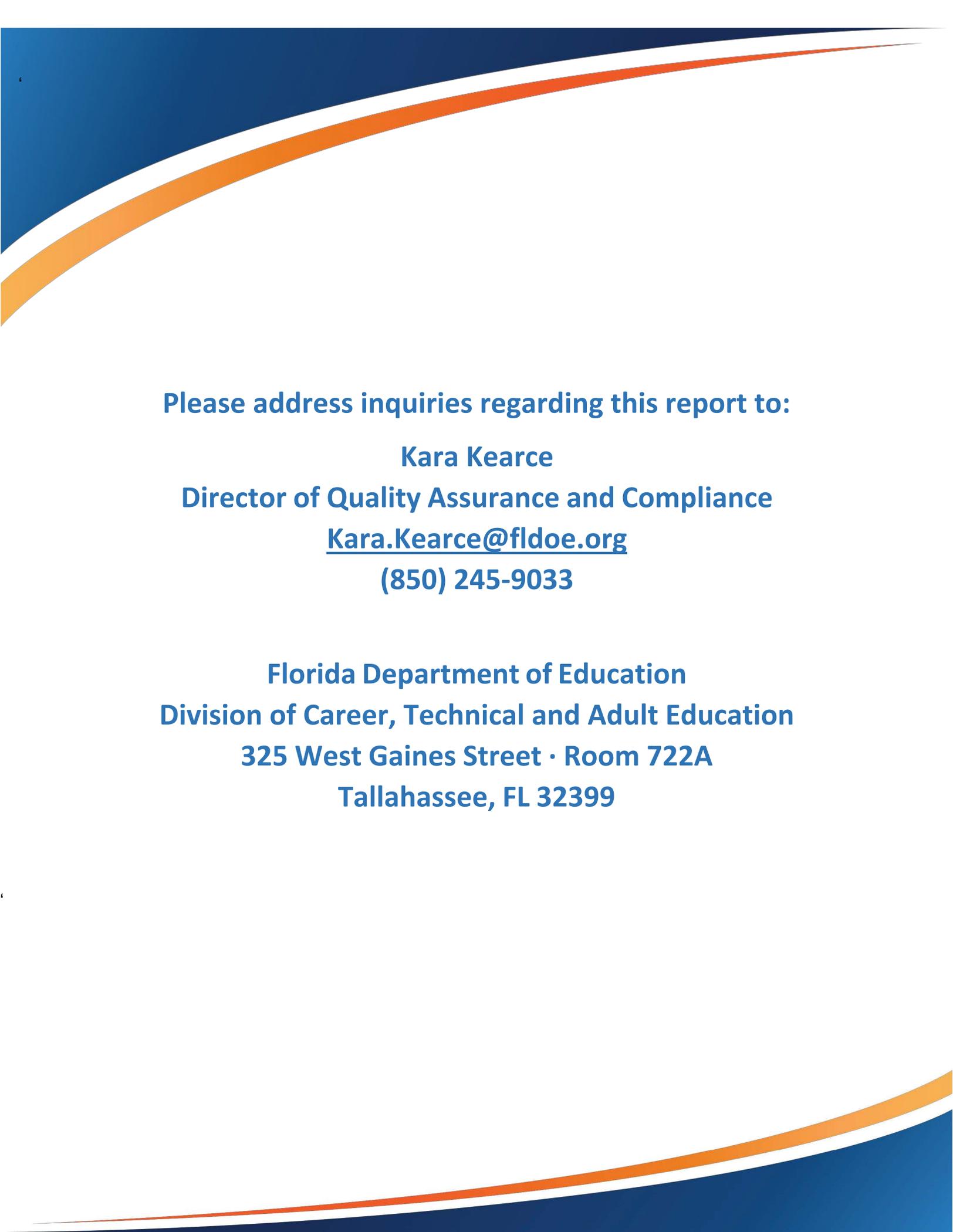
**Please address inquiries regarding this report to:**

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