



NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
H. Martin Lancaster, President

January 9, 2007

MEMORANDUM

TO: Basic Skills Directors
Community-Based Organization Directors

FROM: Randy Whitfield, Ed.D.
Associate Vice President, Academic & Student Services
Basic Skills Department

SUBJECT: Program Monitoring FY 2006-2007

North Carolina Community College Basic Skills staff are required to monitor twenty percent of programs that it funds under the Adult Education and Family Literacy Act, Title II, of the Workforce Investment Act. Attached is a list of programs to be monitored during the 2006-2007 program year and the staff member(s) responsible for the monitoring. If your program is on the list, then it has been selected to be monitored during this program year. We are sending this to all programs – even those which will not be monitored this year – so every program will be able to see the new forms. (Note: Since outcome measures may be linked to funding in the future, our staff decided to delay our monitoring visits this year until after we received all program outcome measures. Together we can examine your outcome measures and see how we can help improve them.)

Also attached is a “Basic Skills Program Monitoring Checklist” for your use in preparing for the monitoring visit and a worksheet of “Core Indicators of Performance.” Please be prepared to show documentation for items on this checklist. We recommend that you have materials ready for staff to view including, but not limited to: marketing materials, class/tutoring schedules, information regarding tutors and staff (number of part-time/full-time), number of students served, sample student folders, sample instructor/administrative folders, LEIS report for prior year (community colleges), LitPro reports for prior year, (community-based organizations), outcome measures, and other materials which demonstrate the effectiveness of your program.

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We would like to start the visit by reviewing your documentation; visiting a variety of classes or tutoring sites; talking to instructors, tutors, and students as appropriate; and meeting with program administrators such as directors, coordinators, deans, advisory board chairs (community-based organizations) for approximately one hour etc. At the end of the visit, we would like to have an exit interview with you and your staff members. This exit interview should take one to two hours, dependent upon the scope and size of your program. You will be contacted by the coordinator(s) responsible for monitoring your site to set up the dates/time of the monitoring session.

Thank you in advance for helping us fulfill our monitoring obligations and letting us get to know you and your program better! Please contact me if you have any questions by calling 919-807-7132 or emailing me at whitfieldr@nccommunitycolleges.edu.

Enclosures: 3

cc: Presidents
Senior Continuing Education Administrators

NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
Division of Academic and Student Services
Basic Skills Program Monitoring Checklist
2006-2007

College/Agency:	Contact Person:
Monitoring Team:	Date of Visit:

A. PROGRAM PRACTICES	Yes	No	In Progress
1. All students have measurable goals.			
2. The program can demonstrate its past effectiveness in improving the literacy skills of adults and families.			
3. The program is committed to serving individuals who are most in need of literacy services, including individuals who are low-income or have minimal literacy skills.			
4. The program is of sufficient intensity and duration for participants to achieve substantial learning gains.			
5. The program uses instructional practices that research has proven to be effective in teaching adults.			
6. Educational activities are built on a strong foundation of research and effective educational practice.			
7. Programs use computers and other advances in technology, as appropriate.			
8. The program gives students the opportunity to learn in “real life” contexts to ensure that an individual has the skills needed to compete in the workplace and exercise the rights and responsibilities of citizenship.			
9. The program is staffed by well-trained instructors, administrators, and counselors.			
10. The program coordinates its activities with other available resources in the community, including postsecondary schools, elementary and secondary schools, One-stop centers, job training programs, and social service agencies.			
11. The program offers flexible schedules and support services (such as child care and transportation) that are necessary to enable individuals, including individuals with disabilities or other special needs to attend and complete programs.			

A. PROGRAM PRACTICES, CONT.	Yes	No	In Progress
12. The program has a high-quality information management system that has the capacity to report participant outcomes and to monitor program performance.			
13. The community has a demonstrated need for additional English as a Second Language (ESL) programs.			

B. NATIONAL REPORTING SYSTEM	Yes	No	In Progress
1. The program follows all guidelines of the National Reporting System.			

C. SUPPORT SERVICES	Yes	No	In Progress
1. There is an orientation for all new students.			
2. There are resources for counseling students.			
3. There are resources for job placement referral.			
4. Information on continuing educational opportunities is available for students.			

D. RECRUITMENT/RETENTION	Yes	No	In Progress
1. Recruitment and retention methods and procedures are implemented as planned.			

E. ANNUAL PROGRAM EVALUATION	Yes	No	In Progress
1. There is an annual evaluation of the program and that evaluation is used for program improvement.			

NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
Division of Academic and Student Services
Basic Skills Program Monitoring Report

COMMENDATIONS

For Program

(All commendations for programs will be listed below.)

REQUIRED ACTIONS

For Programs

(All areas that are out of compliance with the law will be listed below.)

RECOMMENDATIONS

(All recommendations that will improve program quality will be listed below.)

Basic Skills Program Monitoring 2006 – 2007

Community Colleges

Community Colleges	Monitoring Team
Asheville Buncombe TCC	Bob Allen & Karen Brown
Coastal Carolina CC	Karen Brown & Randy Whitfield
Gaston College	Karen Brown & Katie Waters
Guilford TCC	Bob Allen & Randy Whitfield
Halifax CC	Randy Whitfield & Katie Waters
Nash CC	Randy Whitfield & Karen Brown
Roanoke Chowan CC	Katie Waters & Bob Allen
Robeson CC	Sillar Smith & Bob Allen
Sandhills CC	Randy Whitfield & Katie Waters
Surry CC	Randy Whitfield & Sillar Smith
Vance-Granville CC	Katie Waters & Sillar Smith

Community-Based Organizations

Community-Based Organizations	Monitoring Team
Durham Literacy Center	Katie Waters & Randy Whitfield
Hoke Reading/Literacy Council	Bob Allen & Sillar Smith
Literacy Council of Buncombe County	Karen Brown & Bob Allen
Rockingham County Public Library Literacy Council	Sillar Smith & Karen Brown
Scotland County Literacy Council	Sillar Smith & Bob Allen

CORE INDICATORS OF PERFORMANCE

Core Indicator #1: Demonstrated Improvements in literacy skill levels in reading, writing, and speaking the English language, numeracy problem-solving, English Language acquisition, and other literacy skills.

Level	Target Percent for Level Completion 2005-2006	Percent of Level Completion Attained 2005-2006	Met Goal	Did Not Meet Goal
Beginning Literacy ABE	19%			
Beginning Basic Education ABE	37%			
Low Intermediate ABE	39%			
High Intermediate ABE	40%			
Low Adult Secondary Education	50%			
ESL Literacy	37%			
Low Beginning ESL	32%			
High Beginning ESL	32%			
Low Intermediate ESL	38%			
High Intermediate ESL	37%			
Advanced ESL	24%			

Core Indicator #2: Placement in, retention in, or completion of postsecondary education, training, unsubsidized employment or career advancement.

Core Indicator #3: Receipt of a secondary school diploma or its recognized equivalent.

Measure	Target Percent	Percent Attained	Met Goal	Did Not Meet Goal
Placement in unsubsidized employment	19%			
Retention in Unsubsidized Employment	22%			
High School Completion	44%			
Placement in Postsecondary Education or Training	27%			
		Overall:		