

Monthly Email Update – August



Davidson County CC Announces the First Multiple Pathways to High School Equivalency (MPHSE) Graduate

In November 2015, the North Carolina State Board of Community Colleges approved the Multiple Pathways to High School Equivalency (MPHSE) option as an alternative for earning a high school equivalency diploma. Rather than using a single high school equivalency assessment, colleges have the option to use a combination of currently valid pathway elements to document achievement on specifically determined content standards.

The Multiple Pathways to High School Equivalency (MPHSE) was piloted on June 1, 2019, beginning with the following community colleges:

- Central Piedmont CC
- Davidson Co CC
- Durham Tech CC
- Guilford Tech CC
- Wilkes CC

Zachary Frye, the first MPHSE graduate in the state shares his story below:

Zachary Frye



Originally, I enrolled in the college and career readiness in the adult high school diploma program in 2014. Before enrolling I had attended several high schools, however, when I was 17 years old, I found out my girlfriend was pregnant. Getting my high school diploma got put on the back burner. At the time, it was important for me to work and support my family. Over the next several years, I attended the program off and on. Between working and supporting my family, I just never could find the time to dedicate myself to finishing my diploma. (See the attachment for the rest of Zachary's story.)

Monthly Email Update – August

Federal Administrative & Cost Regulations (EDGAR) for Perkins & Title II

Workshop - September 25, 2019

Please remember to register! We know some of you were waiting for the new Perkins year to start. Using 2019-20 Perkins funds to pay for this professional development workshop is acceptable.

Attached is the flyer/registration information for the EDGAR Workshop on September 25, 2019 with Michael Brustein. Feel free to forward it to others who may be interested. It is appropriate for both programmatic and financial staff from the colleges to attend so you can all understand which activities it is permissible to pay for using federal grant funds.

Updated LEIS form

Please note there is an updated LEIS form that Title II WIOA providers can begin using immediately. The form is available on the [CCR website](#) and attached to this email.

2019-2020 MSG Rate

For the 2019-2020 program year, the North Carolina AEFLA negotiated level of performance is a state-wide measurable skill gain rate of 42%. Measurable skill gains are achieved for participants by earning an educational functioning level gain or by the attainment of a secondary school diploma or its recognized equivalent.

Service Now Portal

- **Purpose:**

The NCCCS Service Portal is where you submit your requests for System Office IT support. The Service Portal replaces email to the CIS Help Desk and is the new **required** method to submit your requests for System Office IT Support. Requests in the Service Portal are called incidents. <https://ncccs.service-now.com/sp>

- **Knowledge:**

We continue to add knowledge articles and documentation to the Service Portal that may help you find resolutions without submitting an incident. Additionally, all documentation (guides, recordings and Informer packages) from NCLOR has been moved to the Service Portal giving you a one stop location to review documentation and to submit incidents.

- **Best Practices:**

- Your request for System Office support should always start by entering an incident in the Service Portal. Please do not email System Office staff

Monthly Email Update – August

- directly. System Office staff will work open incidents ahead of requests sent directly to an individual.
- Searching by keyword is probably your best option, unless you actually have a KB number. When you have the KB number, that can be used in the search box. Some KBs of interest:
 - KBo010413 – Literacy Education Information System (LEIS) for College and Career Readiness (CCR)
 - KBo010835 – Resolving Common Literacy Errors
 - KBo010791 – Web Attendance Tracking and Web Grading for College and Career Readiness
 - The CIS Help Desk phone line is still operational. If you are unable to access the Service Portal, you can call 919-807-7048. However, even when contacting us by phone, you must be a registered user (see below) for us to submit a request on your behalf.
- **User Registration:**

In order to submit requests in the Service Portal, you MUST be a registered user. If you registered and didn't receive an email with your credentials, please check your junk or clutter folder. The email From and Subject are as follows:

From: IT Service Desk <ncccs@service-now.com>

Subject: User Registration Processed

Running XLYE

As of August 1, colleges may run XLYE in Colleague to turn their program over to the new year. Communication and guidance were sent early August from the CCR team to Basic Skills Directors and LEIS Coordinators in regard to this matter. If you need assistance, please submit an incident ticket through Service Now: <https://ncccs.service-now.com/sp>

Reporting Changes

As we start a new program year, my team has reviewed how reporting was handled in the past and simplified the reporting process for providers. As part of that process, we will begin using the system office Moodle site at the end of August. The new link will be shared with all providers. Important changes for this year are:

1. No financial reports will be submitted into the portal. We will review financial reports (either XBDRs or reimbursement forms that we receive from the Business and Finance staff).

Monthly Email Update – August

2. All programs will adhere to the quarterly submission calendar unless notified otherwise. The exception to this protocol would be for those providers who are on a Corrective Action Plan.
3. Time and effort reports will follow the reporting calendar based on whether the position requires monthly or bi-annual reporting. These reports will only be submitted in the Time and Effort portal; they will no longer be required to be submitted additionally into the desktop monitoring course in the portal.
4. In summary, no more financial reporting will be required as part of desktop monitoring; all providers will report on the same schedule unless on a corrective action plan; time and effort reports will only be submitted in one place in the portal.

Hopefully, these changes will streamline the desktop monitoring process. You will still be contacted by your grant representative if further explanation or technical assistance appears to be needed. Thank you for working hard this past year to ensure our compliance and enhance our monitoring processes!

CASAS Updates and Q & A:

Elizabeth Scheib, our regional CASAS representative, will be flying in from California to offer two opportunities for you to attend **CASAS GOALS Updates and Q & A Training Sessions**. The first training will be on Wednesday, August 21 from 10:30-12:30 at Catawba Valley Community College in Hickory. The second training will be on Thursday, August 22 from 10:00–12:00 at Cape Fear Community College in Wilmington. These trainings will be identical. You would only need to attend one of them. Go to this link to register for the [Catawba Valley Training](#). Go to this link to register for the [Cape Fear Training](#).

Please register for the training that you would like to attend. Although, you will not receive a confirmation email after registration, it is helpful for our planning purposes to know how many will be in attendance. Please see the attached documents for more information about the training locations and parking logistics.