



**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**  
*H. Martin Lancaster, President*

October 30, 2008

**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 2008-2009

North Carolina Community College Basic Skills staff are required to monitor twenty percent of programs funded 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 2008-2009 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 forms.

Also attached is a “Basic Skills Program Monitoring Checklist” for your use in preparing for the monitoring visit. The checklist includes 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 (community colleges), LitPro reports (community-based organizations), outcome measures, and other materials which demonstrate the effectiveness of your program.

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

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meeting with program administrators such as directors, coordinators, deans, advisory board chairs (community-based organizations).

At the end of the visit, we would like to have an exit interview with you, selected staff members, your supervisor, and any other personnel you wish to include in the meeting. This exit interview should take one to two hours, dependent upon the scope and size of your program. You will be contacted by the person 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](mailto:whitfieldr@nccommunitycolleges.edu).

Enclosures: 2

cc: Presidents  
Senior Continuing Education Administrators

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**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**  
**Division of Academic and Student Services**  
**Basic Skills Program Monitoring Checklist**  
**2008-2009**

<b>College/Agency:</b>	<b>Contact Person:</b>
<b>Monitoring Team:</b>	<b>Date of Visit:</b>

<b>A. PROGRAM PRACTICES</b>	<b>Yes</b>	<b>No</b>	<b>In Progress</b>
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.			

<b>A. PROGRAM PRACTICES, CONT.</b>	<b>Yes</b>	<b>No</b>	<b>In Progress</b>
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>B. NATIONAL REPORTING SYSTEM</b>	<b>Yes</b>	<b>No</b>	<b>In Progress</b>
1. The program follows all guidelines of the National Reporting System.			

<b>C. SUPPORT SERVICES</b>	<b>Yes</b>	<b>No</b>	<b>In Progress</b>
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.			

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

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

## 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 2007-2008	Percent of Level Completion Attained 2007-2008	Met Goal	Did Not Meet Goal
ABE Beginning Literacy	20%			
ABE Beginning Basic Education	38%			
ABE Intermediate Low	39%			
ABE Intermediate High	42%			
Adult Secondary Education Low	52%			
ESL Literacy	38%			
Low Beginning ESL	32%			
High Beginning ESL	32%			
ESL Intermediate Low	39%			
ESL Intermediate High	38%			
ESL Low Advanced	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	31%			
Retention in Unsubsidized Employment	32%			
High School Completion	50%			
Placement in Postsecondary Education or Training	31%			
		<b>Overall Pluses &amp; Minuses:</b>		
<b>Total Score:</b>				

**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 2008 – 2009

### Community Colleges

Community Colleges	Monitoring Team
Alamance CC	Bob, Karen, Katie
Bladen CC	Bob, Gloria, Sillar
Brunswick CC	Bob, Gloria, Sillar
Central Carolina CC	Randy, Karen, Gloria
Central Piedmont CC	Randy, Bob, Gloria
Durham TCC	Randy, Gloria, Katie
Johnston CC	Bob, Gloria, Sillar
Richmond CC	Randy, Gloria, Katie
Rowan-Cabarrus CC	Randy, Bob, Gloria
Sampson CC	Randy, Karen, Gloria
South Piedmont CC	Randy, Gloria, Katie
Wake TCC	Bob, Gloria, Sillar
Wilson CC	Randy, Gloria, Katie

### Community-Based Organizations

Community-Based Organizations	Monitoring Team
Blue Ridge Literacy Council	Randy, Karen, Sillar
Columbus County Literacy Council	Bob, Gloria, Sillar
Fill My Cup	Randy, Bob, Gloria
Harnett County Literacy Council	Randy, Karen, Gloria
Literacy Council of Wake County	Bob, Karen, Katie