

STATE BOARD OF COMMUNITY COLLEGES
Service Agreement for College and Career Readiness Online Training
FY 2020-21

Request: The State Board of Community Colleges is requested to approve a service agreement not to exceed \$46,000 to Surry Community College, Virtual Learning Community (VLC) Quality Assessment Center for services for online training for college faculty in the College and Career Readiness (CCR) program. The services will include enrollment management, facilitation of courses, distribution of CCR Adult Education Core Certificates of Completion, oversight of course content updates and reporting through the Blackboard Open LMS (Moodle) learning management system (LMS).

Strategic Plan Reference:

Theme: Economic and Workforce Impact

GOAL: Ensure the educational pipeline prepares a workforce possessing the interest, knowledge, skills, and abilities to meet the needs of employers, now and into the future.

- Objective 3.2: Offer relevant, high-quality instructional programs that meet the needs of business and industry for existing and future jobs.
 - Strategy 3.2.1: Provide accessible, affordable, and high-quality professional development to faculty and staff to stay informed about labor market and student support trends.

Background: Under Title II of the Workforce Innovation and Opportunity Act (WIOA)., the North Carolina Community College System, CCR section must establish and operate a high-quality professional development program to improve the instruction in the delivery of adult education and literacy activities. To meet this requirement, CCR established the Core Credential System. This system provides instructors an opportunity to take a series of training modules designed to improve their instruction. In 2016, the CCR unit implemented a continuous improvement plan for the Core Credential System. As a result of assessing opportunities for improvement, the Core Credential System needed to address low retention and system efficiencies. To improve retention, the Core Credential courses were revised to be offered in an online format and hosted in an LMS. This change allowed for a schedule that better met the needs of instructors' schedules and provided better tracking of enrollment, attendance and completion. Currently, the CCR unit is assessing cost of hosting services. The NCCCS CCR section currently contracts with Appalachian State University (ASU) to provide the staff development training courses. The CCR unit is evaluating professional development needs and associated costs.

Rationale for Contract: In 2019, NCCCS, CCR migrated its core credential courses to the NCCCS's Open LMS to bring these resources in-house. This ensured that course content is secure and allows for more internal administrative control. This site is managed by the NCCCS, VLC Quality Assessment Center managed by Surry Community College. The NCCCS VLC can host and manage the CCR content and website and provide all services needed to administer the CCR Core Credential System which include marketing, registration, course delivery, analytics and most importantly, the ability to develop online instruction benchmarked to national standards for quality online design. This service agreement with the VLC will also result in considerable cost savings.

Method of Procurement: In accordance with the procurement practice of the State of North Carolina, there is no requirement for approval by outside purchasing authorities. This service agreement is between an institutional agency of the NC Community College System and the System Office.

Contract Amount and Time Period: The contract period is from February 21, 2020 – June 30, 2021, or until funds are depleted, for a total cost not to exceed \$46,000.

Fund Source & Availability: Funding is available from the Workforce Innovation and Opportunity Act (WIOA), Title II Adult Education and Family Literacy Act (AEFLA) grant, State Leadership activities.

Contact:

Gilda Rubio-Festa
Associate Vice President,
College and Career Readiness

Daniel Loges
Director of Professional Development,
College and Career Readiness

Attachment A

Schedule

1. ASE Language Arts Credential Course – April 20, 2020 – June 26, 2020
2. Core Credential Course – July 6, 2020 – Sept. 11, 2020
3. ASE Mathematics Credential Course – July 6, 2020 – Sept. 11, 2020
4. Core Credential Course – Sep. 21, 2020 – Nov. 27, 2020
5. ASE Language Arts Credential Course – Sep. 21, 2020 – Nov. 27, 2020
6. Core Credential Course – Jan. 4, 2021 – March 12, 2021
7. ASE Mathematics Credential Course – Jan. 4, 2021 – March 12, 2021
8. Core Credential Course – March 22, 2021 – May 28, 2021
9. ASE Language Arts Credential Course – March 22, 2021 – May 28, 2021

Course Revision Schedule

Jan. 6, 2020 – through April 6, 2020 – revision and addition of ADA compliance requirements for ASE LA Course: due 4/6/2020

Jan. 6, 2020 – through June 15, 2020 – revision and addition of ADA compliance requirements for Core Credential Course: due 6/15/20

Jan. 6, 2020 – through June 15, 2020 – revision and addition of ADA compliance requirements for ASE MA Course: due 6/15/20

Course Management Schedule

April 20, 2020 – June 26, 2020 – ASE LA course reports due 7/10/2020

July 6, 2020 – Sept. 11, 2020 – ASE Math course: reports due 9/25/2020

July 6, 2020 – Sept. 11, 2020 – Core Credential Course: reports due 9/25/2020

Sept. 21, 2020 – Nov. 27, 2020 – ASE LA Course reports due 12/11/2020

Sept. 21, 2020 – Nov. 27, 2020 – Core Credential Course: reports due 12/11/2020

Jan. 4, 2021 – March 12, 2021 – ASE Math course: reports due 3/26/21

Jan. 4, 2021 – March 12, 2021 – Core credential Course reports due 3/26/21

March 22, 2021 – May 28, 2021 – ASE LA Course reports due 6/11/21

March 22, 2021 – May 28, 2021 – Core Credential Course: reports due 6/11/21

Payment Schedule: Quarterly invoices shall be submitted to NCCCS no later than 30 days after services are provided. Services to include enrollment management of \$1,250 per quarter, facilitation of courses for \$3,000 per course, distribution of credentials for \$0.00, and technical support of course content updates in the Blackboard Open LMS to working educators at the North Carolina Community Colleges and Community-based organizations included in the enrollment management fee. Services to edit or develop courses may be added at the request of the CCR staff in a range from \$500-3,000 as determined by CCR and VLC staff. Invoices will be submitted to CCR professional development staff.