

## ACCOUNTABILITY & INTEGRITY PLAN

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*Related Board of Trustees Policy: BP 4.2*

*OPR: Vice President for Students*

*Approval: August 15, 2017*

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### **ACCOUNTABILITY & INTEGRITY PLAN**

Accountability within the NC Community College Workforce Continuing Education areas encompasses a broad range of concepts including governance, institutional values, programs, industry sectors and community partners. NC Community Colleges are mandated through the State Board of Community College Code (1B SBCCC 400.98, 1D SBCCC 300.4) to review the programs provided to ensure the occupational training is relevant to the workforce, responsive to training needs and uses state funds responsibly. In addition to SBCCC requirements, colleges are responsible to a number of external agencies to document their programs and processes. These organizations include the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), state credentialing agencies and various grant entities, among others.

The *Craven Community College's Workforce Continuing Education Accountability and Integrity Plan* includes Workforce Development and Basic Skills program areas and has been developed based on a state-wide accountability model in which all NC community colleges have had some input or representation. This plan will be monitored and reviewed at least twice per year and as needed by an internal team and reviewed for approval every three (3) years by the Craven Community College Board of Trustees. *This plan replaces the former internal audit plan.* The plan supports accountability as it takes into account internal control processes and best business practices while demonstrating compliance measures for state budget reporting.

The plan reflects the College's ongoing effort to:

- Review programs for relevancy and quality
- Develop goals for growth and sustainability
- Ensure state budget compliance
- Respond to demands to align programs with a broad array of governing requirements and industry needs

The accountability and integrity planning framework provided in this plan encompasses three primary areas:

1. Governance Priorities
2. Academic Integrity/Program Accountability
3. Market Forces

For each area, goals and objectives are outlined that support the mission of both the NC Community College System and the College to foster student success through the delivery of high-quality workforce training programs.

The plan lists objectives developed for Workforce Continuing Education accountability and integrity planning for 2017-2020 (effective August 15, 2017 – August 14, 2020). Additional objectives will be added and assessed as the College continues to implement accountability processes and measures.

### **2017-2020 Objectives**

- 1. Governance Priorities:** Activities that ensure credibility, establish equitable provision of services, and assure appropriate actions by staff

**Goal 1: Demonstrate accountability and credibility of operational functions.**

Objective 1: Develop written processes for core reporting requirements.

**Goal 2: Demonstrate operational accountability for data reported for the state.**

Objective 1: No material findings identified in biennial review of records.

**Goal 3: Demonstrate accountability to performance aligned with state and federal agencies.**

Objective 1: Pass all external credentialing agency audits and program assessments (including but not limited to DHHS, DOJ, OEMS, OSFM, Board of Barber Examiners, and NCCER).

- 2. Academic Integrity/Program Accountability:** Activities that ensure program quality, integrity and relevance

**Goal 1: Students will meet specific course criteria to attain relevant license/credential or demonstrate course completion requirements.**

Objective 1: Students will perform at “average college percentage” or above for similar-sized programs on NC Community College Performance Measure requirements for Basic Skills Student Progress (Measure #1) and WFD programs reported in Licensure and Certification Passing Rate (Measure #6).

**Goal 2: Instructional programs will demonstrate relevancy, rigor, viability, and student success.**

Objective 1: Utilize program reviews conducted for Basic Skills and Workforce Development to demonstrate program relevancy.

**Goal 3: Faculty qualifications will support program relevancy and student success**

Objective 1: Basic Skills faculty hold (or are progressing toward earning) National Reporting System (NRS) recognized credentials. Faculty will hold appropriate qualifications for public safety credential programs.

- 3. Market Forces:** Activities that align industry and workforce interests with institutional actions

**Goal 1: Demonstrate development or enhancement of connections with workforce and economic development entities to leverage resources and strengths.**

Objective 1: Collaborate with workforce partners on grant projects.

**Goal 2: Demonstrate proactive and reactive response to industry training needs.**

Objective 1: Develop training programs in response to specific businesses or industry sector needs.

**Goal 3: Demonstrate development of a quality NC workforce prepared to succeed in employment.**

Objective 1: Develop training programs impacting employability of workforce.

**2017-2020 Class Visitation Plan**

Definitions:

- Off-campus class: Defined as a class held in a location not owned or leased by the college or held in a center which is not under the supervision of a resident supervisor or director who is on-site during the entire period the instruction takes place.
- Distance education class: Class offered through distance education technology (such as internet and telecourses) and which does not physically meet on campus for at least half of the time scheduled.

The instructor's supervisor (or a designated representative as approved by the senior WFD administrator) will make at least one class visit to fifty percent (50%) of off-campus and distance education classes and to twenty-five percent (25%) of on-campus WFD classes. The supervisor or designated representative will maintain written documentation of these visits that include the instructor's signature. Classes of 12 hours or less are excluded along with self-supporting, customized training, and community service classes.

The WFD Manager will visit a ten percent (10%) sample of randomly selected off-campus and distance education WFD classes each term with no pre-notification of these visits and will maintain written documentation of such visits.

Since it is not possible to physically visit internet classes, visitation will be conducted electronically using a system that allows the instructor's supervisor (or designee) or WFD Manager to log in and check the activity in the class. Documentation of these checks will be provided at the end of the term. If required, North Carolina Community Colleges System Office compliance examiners will also have access to this system so they may do unannounced class visits.

A summary report of the class visitations from the previous three terms will be submitted by March 1 of each year for review at the April Board of Trustees meeting. The president or designee will maintain this documentation and ensure it is available for compliance reviews conducted by North Carolina Community College System staff. This class visitation plan is required to be reviewed and approved by the Board of Trustees every three years.

*[Plan approved by the Craven Community College Board of Trustees, August 15, 2017; updated June 22, 2018.]*

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