

## 2.9 Accountability and Integrity Plan - Continuing Education

**Last Revised:** November 2024

**Policy:** Piedmont Community College (PCC) will maintain appropriate internal auditing and accountability procedures for Continuing Education programs. All procedures will be consistent with recommendations of the North Carolina State Board of Community Colleges and the mission of the College.

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### **Purpose/Definitions:**

#### **Purpose**

PCC is mandated through the North Carolina State Board of Community College Code to provide an internal program accountability plan and to review programs provided to ensure that training is relevant to the workforce, responds to training needs and is responsible for state funds. PCC provides quality Continuing Education programs for both workforce development and personal enrichment. The Accountability and Integrity Plan for Continuing Education program management includes Governance, Academic Integrity, and Market Forces. The Continuing Education Accountability and Integrity Plan shall define a system of checks and balances to prevent and detect errors or irregularities when reporting hours for FTE purposes and establish a framework for defining program quality and improvement procedures by including a class visitation plan. (1D SBCCC 300.4(a)(1))

#### **Definitions**

**Academic Integrity**—activities that ensure program quality, integrity, and relevance.

**Distance Education**—an approach to learning where instruction takes place outside the traditional classroom setting. Instructors use electronic or a blend of face-to-face and electronic delivery methods to develop and furnish content for instruction and interaction with students.

**Governance**—activities that ensure credibility, establish equitable provision of services, and assure appropriate actions by staff.

**Market Forces**—activities that align industry and workforce interests with institutional actions.

**Meeting schedule**—the dates and times assigned to a course as meeting dates of the course.

**Off-campus course**—any course not held in institutionally owned or leased property.

**On-site course**—any course that is held on the Person or Caswell County Campus or other PCC owned facilities.

**Service area**—the geographic area to which the State Board of Community Colleges has assigned a particular community college the authority and responsibility to provide education and training services for constituents. Service area of PCC is Person and Caswell counties.

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**Approval Authority/Monitoring Authority:** Piedmont Community College’s Board of Trustees has approval authority for this policy. The Vice President, Instruction/CAO has monitoring authority for this policy.

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**Procedure:**

Section 1: Accountability and Integrity Plan (Exhibit 2.9A)

- 1.1. The Accountability and Integrity Plan (Exhibit 2.9A) will be reviewed at least once every three years by the local college Board of Trustees and submitted to the Workforce Continuing Education (WCE) Division of the NCCCS as referenced in 1D SBCCC 300.4(a).

Section 2: Class Visitation Plan (Exhibit 2.9B)

- 2.1. The College will publish, maintain, and utilize a Class Visitation procedure quality oversight document as referenced in 1G SBCCC 400.3(c)(2).
  - 2.2. A report of the Class Visitation Plan and results will be reported to the Board of Trustees annually.
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**Legal Citation:** [1D SBCCC 300.4](#) (Program Management); [1B SBCCC 400.3](#); [1G SBCCC 400.3\(c\)\(2\)](#)

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**History:** Effective December 1986; Revised October 1987, January 1988, July 1990, January 1996, April 1999, July 2000, October 2001, January 2011, April 2017, June 2021, November 2024 content from PCC Policy 2.9.1 Course Visitation Plan - Continuing Education was updated and moved into this policy.

**Exhibit 2.9A**

**2024-2027 Accountability and Integrity Plan**

**GOVERNANCE**

**Goal 1: Accountability and integrity of operational functions for enrollment.**

**Objective 1:** To assure student enrollment is properly documented.

**Strategies:** Student signatures, either physical or electronic, are required for student membership verification on appropriate forms (class receipt forms, class registration forms, fee rosters, etc.)

**Strategies:** The attendance roster must be signed or submitted electronically by an instructor.

**Strategies:** If the class does not meet physically, attendance will be verified through a report generated within a learning management system showing student activity.

**Strategies:** These documents are kept in class audit files which are then forwarded to Piedmont Community College's compliance office for review by Compliance Officers of the North Carolina Community College System.

**Objective 2:** To assure student payment is properly documented for enrollment within all class audit files.

**Strategies:** Copies of receipts are placed in the audit file as evidence of payment of the applicable registration fee by the student. This evidence must link a specific student's payment to the specific class paid (1E SBCCC 200.2 Time Due, Deferred Payment, Failure to Pay), N.C.G.S. 115D-5(b), N.C.G.S. 115D-2(a)

**Strategies:** A signed class roster with notation of the agency affiliation is included in the audit file as proof of obtainment of a waiver as defined in 1E SBCCC 800.2 General Provisions, N.C.G.S. 115B-2, and N.C.G.S. 115D-5(b).

**Goal 2: Operational Accountability for Data Reporting and Compliance**

**Objective 1:** To assure all audit files are accurate for audit purposes.

**Strategies:** All audit files will be reviewed by the appropriate dean for accuracy prior to submission to the compliance office.

**Objective 2:** To ensure all audit files are completed in a timely manner.

**Strategies:** All audit files will be submitted within two weeks of course completion to the Deans and will be forwarded to the compliance office.

**Objective 3:** To ensure oversight and reporting in compliance according to the State Board Code.

**Strategies:** The Vice President, Instruction will present every three years the College's Accountability and Integrity Plan for Continuing Education to Piedmont Community College Board of Trustees for approval.

**Strategies:** After Board of Trustees Approval, the Vice President of Instruction will submit a copy of the College's Accountability and Integrity Plan to the Workforce/Continuing Education (WCE) Division of the North Carolina Community College System (NCCCS).

**Strategies:** Documentation of local board approval for the Accountability and Integrity Plan will be forwarded to the PCC Compliance Office.

**Strategies:** The Vice President, Instruction presents Class Visitation Plan schedule and results annually to Piedmont Community College Board of Trustees Curriculum Committee and to Piedmont Community College Board of Trustees. The Class Visitation Plan is forwarded to the PCC Compliance Office after Board approval.

## **ACADEMIC INTEGRITY**

**Goal 1:** All courses offered through the Continuing Education Division shall be consistent with the Mission and Goals of the NC Community College System and Piedmont Community College.

**Objective 1:** To provide quality instruction.

**Strategies:** All courses must be approved courses listed on the North Carolina Community College System Master Course List.

**Strategies:** Any courses that do not appear in the Master Course List must be approved in writing by the Vice President, Instruction and submitted to the North Carolina Community College System seeking addition to the Master Course Listing prior to being offered.

**Strategies:** A database of all Continuing Education courses shall be maintained electronically on the College's database/common course library and will include day, time, and location. Directions to all off-campus classes must be on file with the Instructional Division.

**Strategies:** All courses must have Student Learning Objectives listed on the Course Approval Form.

**Goal 2: To provide high quality faculty inside the classroom.**

**Objective 1:** All instructors will have the background, knowledge, and skills to be effective in the course or training to which they are assigned.

**Strategies:** To provide professional development in quality matters for online instructors.

**Strategies:** To ensure that all full-time and part-time instructors have access to professional development as needed to stay abreast of new technologies and program updates.

**Goal 3: To provide quality programming.**

**Objective 1:** All programs/courses leading to an industry recognized credential must comply with the awarding agency/organization and will stay in compliance with accreditation requirements.

**Strategies:** To stay abreast of all the changes and updates with the awarding agency/organization.

**Strategies:** Deans will track passing rates for programs leading to a state or national awarded licenses for nursing and CDL.

**Objective 2:** Adult Basic Education and Family Literacy Program will provide quality courses that result in meeting national and state performance indicators.

**Strategies:** Gains will be input into the Advansys system and reported.

**Goal 4: To provide oversight through an approved and published Class Visitation Plan (see Exhibit 2.9b).**

**Objective 1:** PCC Deans or their designees follow and document a visitation schedule plan.

**Strategies:** Class visitation plan and results need to be submitted annually to the Board of Trustees.

**Strategies:** A class visitation report is submitted each semester (including Fall, Summer, and Spring terms) and kept on file in the Dean's office. Documentation of local board approval will be forwarded to the PCC Compliance Office.

## **MARKET FORCES**

### **Goal 1: Piedmont Community College will leverage resources.**

**Objective 1:** Continuing Education personnel participate with local and regional economic development, workforce development, and other committees that facilitate the advancement of the College's mission.

**Strategies:** Provide office space for NCWorks one-stop at the BDEC.

**Strategies:** Co-locate Adult Education and Family Literacy Program with the Employability Lab and Small Business Center.

**Strategies:** College personnel serving on the Chamber of Commerce, Economic Development, and other community committees.

**Objective 2:** PCC will collaborate with local education agencies.

**Strategies:** Multiple College personnel serve on the high school CTE advisory committees.

**Strategies:** College personnel and high school personnel work together to plan CCP Pathways. Completion of pathways and degrees and certificates are tracked and reported by CCP personnel in their annual report and to our local high school partners.

**Strategies:** PCC provides Career and College Promise Coaches within Person and Caswell high schools.

### **Goal 2: To meet Industry and Economic Development needs.**

**Objective 1:** To ensure PCC programs align with workforce needs.

**Strategies:** All PCC advisory committees will include information for our business and industry partners for both Curriculum Programs and Continuing Education Programs that are longer than 96 contact hours and lead to industry recognized credentials.

**Strategies:** PCC will track success, credential awards, and job placements when possible. This data will be available to potential employers and to advisory committees. Each department will submit information at the conclusion of a semester and these reports will be compiled annually.

**Strategies:** Continuing Education will develop programs that positively impact employability of the workforce for our area. Work based learning opportunities, internships, practicums, and/or clinicals have been included in programs.

**Strategies:** Expanding opportunities for faculty to participate in externship within local industry.

**Exhibit 2.9B**

**Class Visitation Plan – Continuing Education**

**Purpose:** PCC is mandated through the North Carolina State Board of Community College Code to conduct CE course visits to ensure that academic integrity is maintained, and that quality training is provided by qualified instructors, is relevant to the workforce, is responsive to training needs of the service area, and follows defined meeting schedules.

**Section I Instructor and Course Delivery Observation Schedule**

1. Deans or their designees will observe a minimum of 20% of all courses with greater than 24 contact hours in various modalities or delivery methods each semester.
2. All adjunct instructors who teach courses greater than 24 hours will be observed at least once annually for their first three years of employment. Thereafter, they will be observed on a three-year rotating basis.
3. All full-time faculty who teach courses greater than 24 hours will be observed at least once annually for their first three years of employment. Class observations then will be on a three-year rotating basis unless they received “Needs Improvement” or “Unsatisfactory” rating in any category on their evaluation. If they received either of these ratings, these instructors would remain on an annual observation schedule.
4. Student surveys and/or evaluations are encouraged at the conclusion of each course. Self-supporting and community service courses, and courses of 24 hours or less are excluded. Deans or their designee will review these student evaluations or surveys and determine if additional course visits are required. Self-supporting and community service courses, and courses of 24 hours or less are excluded.

**Section II Instructor and Course Delivery Observation Schedule**

1. The Vice President or designee will observe off campus locations as described below:
  - a. The Vice President, Instruction will make selected unannounced visits to a minimum of ten percent (10%) of off-campus locations. The Vice President, Instruction may delegate this visitation requirement.
2. Written documentation will be compiled each semester by the Dean and kept on file in Dean’s area.
3. Documentation of class visitation plan and the results will be reported annually to the Board of Trustees Curriculum Committee and to the Board of Trustees for approval.
4. Documentation of local board approval will be forwarded to the PCC Compliance Office.