**Quality Assurance and Compliance
Onsite Monitoring Visit
for
Adult Education and Career and Technical Education**

Indian River State College

September 30 – October 3, 2019

Final Report

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Florida Department of Education
Division of Career and Adult Education

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I.   INTRODUCTION

The Florida Department of Education (FDOE), Division of Career and Adult Education (division), in carrying out its roles of leadership, resource allocation, technical assistance, monitoring and evaluation, is required to oversee the performance and regulatory compliance of recipients of federal and state funding. The Quality Assurance and Compliance (QAC) section is responsible for the design, development, implementation and evaluation of a comprehensive system of quality assurance including monitoring. The role of the quality assurance system is to assure financial accountability, program quality and regulatory compliance. As stewards of federal and state funds, it is incumbent upon the division to monitor the use of workforce education funds and regulatory compliance of providers on a regular basis.

II.   AUTHORITY

The FDOE receives federal funding from the U.S. Department of Education (USDOE) for Career and Technical Education (CTE) under the Carl D. Perkins (Perkins) Strengthening Career and Technical Education for the 21st Century Act, and for Adult Education (AE) under the Workforce Innovation and Opportunity Act (WIOA) of 2014. FDOE awards sub-grants to eligible providers to administer local programs. FDOE must monitor providers to ensure compliance with federal requirements, including Florida's approved state plans for CTE and Adult Education/Family Literacy. Each state shall have procedures for reviewing and approving applications for sub-grants and amendments to those applications, for providing technical assistance, for evaluating projects and for performing other administrative responsibilities the state has determined are necessary to ensure compliance with applicable statutes and regulations pursuant to 34 CFR 76.770, Education Department General Administrative Regulations (EDGAR) and the Uniform Grant Guidance (UGG) for grant awards issued on or after December 26, 2014. The Florida Department of Education, Division of Career and Adult Education, is required to oversee the performance of sub-grantees in the enforcement of all laws and rules (Sections 1001.03(8) and 1008.32, Florida Statutes).

Additional citations noting pertinent laws and regulations and authority to monitor are located in the 2019-2020 Quality Assurance Policies, Procedures and Protocols, Module A, Section 1.

III.   QUALITY ASSURANCE POLICIES, PROCEDURES AND PROTOCOLS

The Quality Assurance Policies, Procedures and Protocols manual was revised in the 2019-20 program year. The manual is provided to each provider prior to the monitoring visit. The manual provides a summary of each facet of the monitoring design and the process. It also contains protocols that may be used as agencies are monitored or reviewed. References may be made to the manual in this document; it is located on the division's website at http://fldoe.org/academics/career-adult-edu/compliance.

IV.   PROVIDER SELECTION

Various sources of data are used throughout the implementation of the quality assurance system. The monitoring component of the system is risk-based. Risk assessment is a process used to evaluate variables

associated with the grants and assign a rating for the level of risk to the department and the division. A risk matrix, identifying certain operational risk factors is completed for each provider. The risk matrix for each program monitored is located in Appendix A. The results of the risk assessment process and consideration of available resources are used to determine one or more appropriate monitoring strategy(ies) to be implemented.

The QAC section may apply any specific monitoring strategy to any federal or state-funded provider at any time. There may be circumstances that may warrant onsite monitoring, desk monitoring review or other strategies regardless of a provider's risk matrix score.

The monitoring strategy for Indian River State College (IRSC) was determined to be an onsite visit. Then notification was sent to Dr. Edwin Massey, president, Indian River State College on August 7, 2019. The designated representatives for the agency were Ms. Donna Sizemore, department chair, Adult Education, Dr. Pamela Welmon, vice president, Applied Science and Technology and Ms. June Rall, director, Institute for Professional Development of Adult Educators.

The onsite visit to the agency was conducted September 30 – October 3, 2019. The three representatives of the division present during the visit were program specialists, Mrs. Christine Walsh, Mr. Michael Swift and Mr. Andrew Goldsmith of the Quality Assurance and Compliance section.

V. INDIAN RIVER STATE COLLEGE

ENROLLMENT:

Fiscal Year (FY) 2017-18
CTE (possible duplication at program level): 13,860
AE: 3,409

The provider was awarded the following grants for FY's 2017-18, 2018-19 and 2019-20:

Finance
FY 2017-18

Grants	Grant Number	Grant Amount	Unexpended
Corrections	562-1918B-8CC01	$ 45,600.00	$ 1,119.40
Leadership	562-1928B-8PL01	$ 374,348.86	$ 1,039.52
Adult General Education	562-1918B-8CG01	$ 74,391.00	$ 0.00
	562-1918B-8CG02	$ 52,685.00	$ 0.00
	562-1918B-8CG03	$ 83,148.00	$ 8.65
	562-1918B-8CG04	$ 500,504.00	$ 2,367.11
Adult Education - Civics	562-1938B-8CE01	$ 39,785.00	$ 39.18
	562-1938B-8CE02	$ 76,219.00	$ 0.00
	562-1938B-8CE03	$ 52,277.00	$ 0.00
Perkins CTE Postsecondary	562-1618A-8CP01	$ 965,075.00	$ 0.00

FY 2018-19

Grants	Grant Number	Grant Amount		Unexpended	
Corrections	562-1919B-9CC01	$	45,600.00	$	94.57
Leadership	562-1929B-9PL01	$	397,459.00	$	263.17
Adult General Education	562-1919B-9CG01	$	74,391.00	$	0.00
	562-1919B-9CG02	$	52,685.00	$	272.90
	562-1919B-9CG03	$	83,148.00	$	0.00
	562-1919B-9CG04	$	500,504.00	$	0.00
Adult Education - Civics	562-1939B-9CE01	$	39,785.00	$	358.02
	562-1939B-9CE02	$	76,219.00	$	0.00
	562-1939B-9CE03	$	52,277.00	$	0.00
Perkins CTE Postsecondary	562-1619B-9CP01	$	923,318.00	$	332.21

FY 2019-20*

Grants	Grant Number	Grant Amount		Unexpended	
Corrections	562-1910B-0CC01	$	45,600.00	$	N/A
Leadership	562-1920B-0PL01	$	377,259.00	$	N/A
Adult General Education	562-1910B-0CG01	$	74,391.00	$	N/A
	562-1910B-0CG02	$	52,685.00	$	N/A
	562-1910B-0CG03	$	83,148.00	$	N/A
EL Civics	562-1930B-0CE01	$	39,785.00	$	N/A
	562-1930B-0CE02	$	76,219.00	$	N/A
	562-1930B-0CE03	$	52,277.00	$	N/A
Perkins CTE Postsecondary	562-1610B-0CP01	$	933,301.00	$	N/A

* FY 2019-20 final project disbursement reports will not be available until the end of the program year

Additional information about the provider may be found at the following web address:
https://www.irsc.edu/

VI.   MONITORING ACTIVITIES

The monitoring activities included pre and post visit planning, an entrance and exit conference, records review, inventory review and interviews with administrators.

Onsite Visits
Members of the team made onsite visits to the following locations:
- Fort Pierce, Main Campus

Entrance and Exit Conferences
The entrance conference for IRSC was conducted on September 30, 2019. The exit conference was conducted on October 3, 2019. The participants are listed below:

Name	Title	Entrance Conference	Exit Conference
Pamela Blake Welmon	Vice President, Applied Science and Technology	X	X
Cindy Bruin	Director, Grants Development	X	X
Prashanth Pilly	Assistant Dean, Business Technology	X	X
Ann Hubbard	Dean, Health Science	X	
Bryce Coleman	Grants Accountant	X	
Donna Rivett	Dean, Industrial Education	X	X
June Rall	Director, Institute for the Professional Development of Adult Educators (IPDAE)	X	
Lydia Olson	Program Coordinator, Adult Education	X	
Kelly Amatucci	Assistant Dean, School of Education	X	X
Donna Sizemore	Department Chair, Adult Education	X	X
Steven Daniello	Director, Assessment Services	X	X
Heather Belmont	Vice President, Academic Affairs	X	X
Meredith Coughin	Associate Dean of Enterprise Systems		X
Edith Pacacha	Associate Dean of Finance		X
Lynn Duncher	Grants Administration Manager		X
Don Windham	Purchasing Director		X
Adriene Jefferson	Equity Officer, Title IX Coordinator & Administrative Director of Northwest Center		X
Heather Belmont	Vice President of Academic Affairs		X
Strather DuPree	Director of Articulation and Partnerships		X
Evan Berry	Associate Dean of Public Service Education		X
FDOE Monitoring Team			
Christine Walsh	Program Specialist, QAC, FDOE	X	X
Michael Swift	Program Specialist, QAC, FDOE	X	X
Andrew Goldsmith	Program Specialist, QAC, FDOE	X	X

Interviews
Interviews were conducted with the administrative staff. All interviews were held during the course of the visit.

Records Review
Program, financial, administrative and student records were reviewed. A complete list is provided in section VII, item F. A minimum of 60 student records were reviewed. Policies and procedures were reviewed and discussed at various times during the visit.

VII.   RESULTS

A.   <u>ADMINISTRATION:</u> refers to the management and/or supervision of programs, the structure of programs and services, grant oversight and other administrative areas.

- IRSC provides AE, postsecondary academic instruction and CTE instruction to a four county area. The four counties served are Indian River, St. Lucie, Martin and Okeechobee.
- IRSC is the fiscal agent and member of the Research Coast Career Pathways Consortium now known as the Quad County Consortium (QCCPC). The consortium is made up of Martin County School District (MCSD), St. Lucie County School District (SLCSD), Okeechobee County School District (OCSD), Indian River County School District (IRCSD) and Marion County School District (SDMC).
- IRSC has a partnership with two Workforce Development Boards: CareerSource Heartland and CareerSource Research Coast
- CTE administration made it known that it is hard to find good, qualified CTE instructors.
- IRSC is the pass through agency for the Postsecondary Adult Vocational (PSAV) programs at IRCSD.
- River Guides (RG) are available to address concerns that might affect retention, promotion and transition. During orientation, students are provided with a River Support weblink including additional information and links for college and community support.
- All instructors participate in workshops and hands on trainings. Adult education instructors, councilors and administrators participate in IPDAE and the Career and Technology Education instructors participate in training relevant to their area of specialization. Both AE and CTE participate in statewide conferences such as Adult and Community Educators of Florida (ACE) and Florida Association for Career and Technical Education (FACTE).

B.   <u>DATA AND ASSESSMENT:</u> refers to all the components of the data and assessment system, including test administration, test security, data collection and entry and reporting, as well as procedures. The use of data in program decision-making is also explored and commented upon.

- IRSC is currently transitioning to a new data system. Student information is being moved from the Mariner® system into the new Workday® system as the system components become available.
- Both the Mariner® system and the Workday® system provide error messages when required information is not entered. Other data errors and anomalies are identified through the use of reports, edit checks and other data verification tools.
- Information is entered daily into the Mariner® and Workday® systems and attendance is checked weekly by RGs.
- The degree audit is done programmatically. The student no longer needs to apply for graduation and the degree or certificate is mailed to the student.
- IRSC utilizes Blackboard® to track student's grades, attendance and deliver online instruction.
- Student data for AE Completers and Non-Completers, Postsecondary Vocational (PSV) and PSAV Completers and Industry Certifications were checked and verified.
- IPDAE is used as a vehicle to deliver online Professional Development (PD) to AE administrators and staff.
- Test of Adult Basic Education (TABE) and Comprehensive Adult Student Assessment System (CASAS) administrator certifications were verified.

C. **CURRICULUM AND INSTRUCTION:** refers to those elements that contribute to student learning and skill acquisition.

- AE classes are available on all campuses. They offer various course schedules to fit different student's needs. The curriculum is designed so that students can earn up to two Literacy Completion Points (LCPs) in a 16 week period with a minimum of 70 hours of instruction
- IRSC offers AE classes that meet the minimum requirements, (10 hour minimum, 32 week minimum, 20 student minimum), set forth in WIOA.
- Size, Scope and Quality (SSQ) was reviewed for all CTE programs being supported with Perkins V grant funds and were found to be in compliance.
- In the past CTE has missed the target for non-traditional enrollments. Although the targets will be changing with the onset of Perkins V, the CTE department is continuing their effort to recruit and retain non-traditional students.
- Web access for inmates is prohibited within the jail. IRSC has afforded the students, in the jail, the opportunity to take the GED assessment through the use of their mobile testing center.
- The AE program at the jail has quarterly graduation celebrations and it is not unusual to have a prior inmate return to speak at the graduation ceremony.
- IRSC provides many opportunities for their students to talk with potential employers. Examples of these types of events are: Employability Week and Internship Workshops.

D. **TECHNOLOGY AND EQUIPMENT:** refers to a review of the technology and equipment used by students and instructors in the classroom; addresses access, availability, innovation, use and condition.

- Technology and equipment was reviewed and inventoried as part of the FDOE monitoring process, and was up to date and being used specifically for CTE programs.
- All inventory criteria set forth by EDGAR and the UGG is included within the inventory management system.
- The college has policies and procedures regarding new equipment requests, equipment safety/storage, and disposal of old inventory.
- Equipment is inventoried annually, and capitalized items over $1,000 receive a numbered inventory identification tag. The DHS® and Workday® systems track all inventory criteria set forth by EDGAR and the UGG.
- Inventory is done with bar code scanners and then uploaded into the to the DHS® system. The DHS® system then updates Workday® through an integration process.
- The technology is integrated into the curriculum as required per program.
- There are no instances of lost or stolen equipment in the last 12 months

E. **ACCESS AND EQUITY:** refers to compliance with the requirements of federal non-discrimination laws as relating to recruitment, enrollment, participation and completion of programs.

- The Office of Equal Educational Opportunity (OEEO) for colleges is responsible for monitoring and overseeing civil rights compliance obligations. Should you have any questions or concerns, please contact the OEEO at 850-245-0511.

F. **RECORDS REVIEW:** refers to a review of the records and documents that evidence compliance with federal and state rules and regulations. Samples of financial and programmatic records are reviewed.

- Sample advisory committee minutes, agendas and sign-in sheets
- Financial records (Travel, Purchasing and Procurement)
- Size, scope and quality checklist review
- MIS data quality checklists
- College policies and procedures for finance and procurement
- College data dictionary
- Student and employee handbooks
- Policies and procedures on inventory/equipment management
- Student data records
- Internal control policies
- Policies on dual enrollment
- TABE and CASAS certifications
- PSAV and PSV completers
- Industry Certifications
- Memorandums of Understanding (MOUs) and articulation agreements
- Grant funded employees time and effort (T&E) reports
- Inventory records for all grant funded equipment purchases
- Grant deliverables
- Workshop agendas
- Program promotional material

G. **FINANCIAL:** refers to aspects of the federal fiscal requirements that providers must meet when expending federal funds, including financial management, procurement, inventory management and allowable costs.

- IRSC has financial policies and procedures in place to ensure the efficient cash management of CTE and AE grant funds.
- Grant funded purchases and travel must go through an approval process prior to any grant funds being disbursed.
- Workday® provides access to real time reports of all grant expenditures.
- Time and Effort for AE and CTE was reviewed and found to be in compliance with the UGG and green book.
- Workday® provides opportunity for suppliers to self-register and provide any minority or small business certifications.
- The FDOE final reports for CTE and AE were reviewed. It was noted that money was moved from other existing object codes to minor equipment without an amendment. All items purchased were less than $1,000.00.

FINDING AND ACTION
- Finding G1: The provider failed to seek approval, via amendment, before moving money from approved grant items into other cost categories including minor equipment. This is in violation of the FDOE Green Book section B, Reason for Amendment and the RFA for all years regarding equipment purchases.

o Required Action G1: The College will submit a letter of attestation stating that they will communicate with their FDOE grant manager regarding the movement of funds between approved budget items and submit amendments as required.

H. **COLLABORATION:** refers to the collaborative agreements, partnerships or memoranda of understanding (MOU) that are in place to benefit an agency's programs and students.

- IRSC has numerous collaborations and MOUs within the four county area. The collaborations and partnerships often offer additional educational and job experiences to students within the College programs. The list of partners include, but are not limited to:
  o Treasure Health
  o Maverick Boat Group
  o Manpower
  o St. Lucie Habitat for Humanity
  o Phoenix Metal Products
  o CareerSource Research Coast
  o City of Fort Pierce
  o St. Lucie County Economic Development Council (EDC)
  o Indian River School District

VIII. REQUIRED RESOLUTION ACTIVITIES

CAREER AND TECHNICAL EDUCATION
1. Required Action Plan – IRSC is required to complete a CTE Corrective Action Plan.

ADULT EDUCATION
1. Required Action Plan – IRSC is required to complete an AE Corrective Action Plan.

IX. SUMMARY

Once the fieldwork is completed, including receipt of additional requested information when applicable, a preliminary report is forwarded to the provider for review. Comments are accepted and will be considered at the discretion of the FDOE monitoring team lead. Once the final report is approved, it will be forwarded to the agency head along with a copy to the provider's designated contact person. The final report will be posted on the department's website at the following address: http://fldoe.org/academics/career-adult-edu/compliance.

Finally, the division issues a closure letter to the agency head and designated contact person. This letter indicates that all outstanding resolution items have been completed, when applicable, and that no further action is required. This letter will officially end your monitoring process.

On behalf of the department, the monitoring team extends its appreciation to all participants in the PCPS onsite monitoring visit. Special thanks is offered to Ms. Donna Sizemore, Dr. Pamela Welmon and Ms. June Rall for their participation and leadership during this process.

Indian River State College
Adult Education
Risk Matrix

Risk Scores Matrix for Colleges Receiving Adult Education (AE) Grants

Agency Name: **Indian River State College**
Program Type: **AE**
Target Year: **2017-2018**
Monitoring Year: **2019-2020**

Metric	Scaling	Point Value	Points Assigned	Weight	Total Metric Points
Number of Years Since Last Monitored	7 or More Years	7	3	X10	30
	5-6	5			
	3-4	3			
	0-2	1			
Total Budget for all Adult Education Grants Combined	Upper Quartile	7	7	X 8	56
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
Number of Adult Education Grants	4 or More	7	7	X 8	56
	3	5			
	2	3			
	1	1			
Change in Management Information Systems (MIS) from Previous Fiscal Year	Yes	7	0	X 6	0
	No	0			
Agency AE Program Director Change from Previous Fiscal Year	Yes	7	0	X 6	0
	No	0			
Unexpended Funds from all Adult Education Grants Combined	Upper Quartile	7	3	X 4	12
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
	0	0			
Number of Findings from the Office of the Auditor General	Upper Quartile	7	0	X 4	0
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
	0	0			
Adult Education Program Improvement Plan (AEPIP)	Target Not Met on 3 of 3 Indicators	5	5	X 6	30
	Target Not Met on 2 of 3 Indicators	3			
	Target Not Met on 1 of 3 Indicators	1			
	All Targets Met	0			
				Agency Risk Score	**184**

Data sources used for calculations: Prior to July 1, 2018

Indian River State College
Career and Technical Education
Risk Matrix

Risk Scores Matrix for Colleges Receiving Career and Technical Education (CTE)
Carl D. Perkins Grants

Agency Name: **Indian River State College**
Program Type: **CTE**
Target Year: **2017-2018**
Monitoring Year: **2019-2020**

Metric	Scaling	Point Value	Points Assigned	Weight	Total Metric Points
Number of Years Since Last Monitored	7 or More Years	7	**3**	X 10	**30**
	5-6	5			
	3-4	3			
	0-2	1			
Total Budget for all Perkins Grants Combined	Upper Quartile	7	**5**	X 8	**40**
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
Number of Perkins Grants	4 or More	7	**1**	X 8	**8**
	3	5			
	2	3			
	1	1			
Change in Management Information Systems (MIS) from Previous Fiscal Year	Yes	7	**0**	X 6	**0**
	No	0			
Agency CTE Program Director Change from Previous Fiscal Year	Yes	7	**0**	X 6	**0**
	No	0			
Unexpended Funds from all Perkins Grants Combined	Upper Quartile	7	**0**	X 4	**0**
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
	0	0			
Number of Findings from the Office of the Auditor General	Upper Quartile	7	**1**	X 4	**4**
	Upper Middle	5			
	Lower Middle	3			
	Lower Quartile	1			
	0	0			
				AGENCY RISK SCORE:	**82**

Data sources used for calculations: Prior to July 1, 2018

APPENDIX B

Indian River State College
Required Action Plan

Finding	Corrective Action	Agency Response	Projected Date of Completion
Finding G1: The provider failed to seek approval, via amendment, before moving money from approved grant items into other cost categories including minor equipment. This is in violation of the FDOE Green Book section B, Reason for Amendment and the RFA for all years regarding equipment purchases.	Required Action G1: The College will submit a letter of attestation stating that they will communicate with their FDOE grant manager regarding the movement of funds between approved budget items and submit amendments as required.	In all circumstances where applicable rules governing the Adult Education or Career and Technical Education program's budget amendment requirements are not expressly stipulated, Indian River State College communicates with the respective FDOE grant manager for clarification and preapproval regarding the transfer of funds between approved budget categories, and will submit the appropriate budget amendments to the FDOE as required.	12/13/2019

Plan submitted by (name and title) Pamela Blake Welmon, Vice President of Applied Science & Technology	**Date:** Dec. 16, 2019
Plan accepted by: Christine Walsh	**Date:** December 20, 2019

Status of Action Plan (to be completed by FDOE staff):	
Date:	**Status of Plan Completion:**

ATTACHMENT A

Indian River State College
Adult Education 'Brag Sheet'

Indian River State College's Adult Education Program (ABE/GED & ESL) offers classes in Martin, St. Lucie, Okeechobee and Indian River Counties and serves over 3,000 student per year. IRSC's focus is on students and student success!

Upon entry all adult education students are assigned to a 'River Guide' who helps the student overcome barriers and provides support for obtaining the tools and resources necessary to successfully complete the program and/or graduate and then transition to post-secondary education or the workforce.

Adult Education students are encouraged, throughout the program, to consider career goals post GED and/or ESL. Advising and bridge programs allow students to assess interests and skills while exploring relative career options. Adult Education students have the opportunity to co-enroll in career training classes at IRSC while pursuing their diploma or learning the English Language. Eligible students receive scholarship funds to cover tuition. Programs include Automotive; Air Conditioning; Cosmetology; Barbering; Nail Technician; Office Skills; Nursing Assistant and Security Guard Training. Students attend their career training classes in conjunction with their AE classes.

In collaboration with business and industry, Adult Education students have the opportunity to explore career opportunities through presentations and tours from community and College representatives on a regular basis. This includes Financial Aid and Scholarship Workshops.

IRSC Foundation Department offers $49,500 in scholarship to AE graduates and these scholarships are awarded during the annual AE Commencement Ceremony. During this ceremony up to 19 students are inducted into the National Adult Education Honor Society. The NAEHS was formed to encourage adult education students to transition on to college and to recognize their perseverance in securing their high school diplomas. Candidates are selected for their dependable attendance, cooperative attitude, and work ethics**.**

Each year, over the last five years, over 11+ percent of **all** of the students who graduated from IRSC College programs transitioned from Adult Education. This includes **all** College graduates ie. A.A.; A.S.; PSAV; Bachelors etc.

Current students and former graduates are encouraged to join the Tomeu Mentors Club to enhance student's educational and social experiences through mentoring and transitional opportunities by active participation in IRSC events, program, community projects, and club activities. AE Scholarship recipients are required to join and participate. The Tomeu Mentors Club was originally formed by AE students and staff.

Adult Education students are invited and participate in the college wide Employability Skills week in February and October of each year. During this time over 30 workshops on writing a resume and cover letter and interviewing techniques are provided. Mock interviews are also offered.
A Math Fast Track is offered for those students only needing to pass the GED Math Test to graduate. These students attend 20 hours per week for three weeks and focus only on Math.
In collaboration between IRSC's Spanish Language and English as a Second Language Departments, a special event called *Encuentros* takes place three times each semester. During their "encounter", ESL students (native Spanish speakers) are paired with Spanish students (native English speakers who are

taking college credit Spanish classes) in a series of activities designed to promote cross-cultural understanding and communication.

During the mid-point of the semester, the English as a Second Language faculty partner with the IRSC-Chastain Campus Spanish faculty to co-facilitate "*Conversation Circles.*'" ESL Levels 5, 6, and 7 students and college-level Spanish I and Spanish II students are "circled up" at round tables to encourage interaction. Students are given an "Interview" type assignment to complete in English (ESL students) or Spanish (college students). Pizza, cookies, and drinks are offered to create more of a "fellowship like atmosphere." The goal is to provide a unique learning experience for the ESL students who may not have a lot of contact with native English speakers. On the flip side, the college-level Spanish students benefit from practicing their Spanish and meeting immigrants who are working hard to learn English.

During Indian River State College's designated International Week, the Adult Education program collaborates with the Student Activities Office at the IRSC Campuses to co-host *International Day*. ABE/GED, ESL, and IRSC college students are encourage to prepare or purchase dishes that represent their home country. Tables are set-up around the Auditorium by Continent. Students who bring in dishes receive a note card to "identify" their dish by country and display it by Continent. The program begins with a Parade of Nations, so all of the students in attendance can "walk across the stage" representing their home county. After the Parade of Nations, students show off their native costumes and artifacts, perform cultural dances, and play International Jeopardy. The goal is to celebrate the diversity of our Indian River State College students and showcase their creative, fun talents college-wide.

In collaboration between IRSC's Spanish Language and English as a Second Language Departments, a special event called *Encuentros* takes place three times each semester. During their "encounter", ESL students (native Spanish speakers) are paired with Spanish students (native English speakers who are taking college credit Spanish classes) in a series of activities desgined to promote cross-cultural understanding and communication.

A shared tracking referral system is being used, in collaboration with Career Source, to better serve the community by identifying individual inquiries. This system allows all Adult Education Staff and Career Source Staff to record, view, follow-up and track referrals in real time.