Leading By Listening: Session Three

2023 Convocation Feedback

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Professional Development Suggestions

- Budget training for CCR (how to 'work' the budget)
- Multiple Pathways to HSE
- IETs
- Compliance with federal requirements
- Compliance specific to CCR
- Incentivized network[ing] of instructors
  - Comparable to the PDF Network
- Standardized teaching techniques and strategies
- Techniques and strategies for instruction via video conferencing
- Techniques and strategies for online tech
- Techniques and strategies for HSE and ESL instructors
- Collaborative cohorts for corrections
- How to effectively manage federal funds
  - E.g. 231, 235, 243
- Techniques and strategies for ABE/HSE/AHS/Corrections coordinators
- Targeted 'new directors' training
- New instructor onboarding
- Alternate forms of MSG attainment
- Alternative funding sources
- How to be a CBO in a CC world
- Techniques and strategies on collaboration
- Collaborative cohorts amongst coordinators and instructors
- PD with Workforce Development partners
- Training for CCR roles (at all levels)
- ADVANSYS process and workflow trainings
- Targeted CCR instructor training for instant onboarding (moving away from CORD on-demand courses)
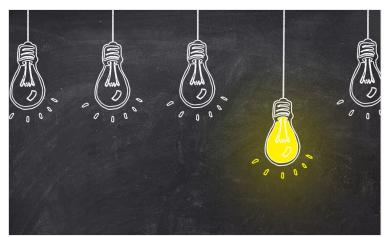

Questions?

- How often is the Listserv provider list updated?
- Where is the list of current, available PD?
- When does the application window open for PDF funding?
- When will the State Board be updated for CCR?
- Could you provide a directory of system office contact information and areas of responsibility?
- Can the Essential Ed computer satisfy the digital literacy requirement for MPHSE?
- Can we buy iPads with Title II money and for testing?
- How can I get my MSGs and FTEs up so they don't cut me even more?
- Will we ever receive Tier 2 funding for transitions classes/digital literacy?
- Will we receive additional funding for the PDF Network grant this year?
- Are you going to send us a grant in January?
- Who can answer questions about data discrepancy?
- How can we make corrections in colleague for ICR without it being self-corrected by ADVANSYS?
- Is there a specific date that we can receive our budget each year?
- Can someone explain in 'plain English' what the new numbered memo means to CCR?
- Can processes in ADVANSYS have a linearly-developed workflow?
- Any way to broaden 'IET' definition so that enrollment does not have to be concurrent, but can be linear as well?
- Are we getting PDFN funding for 2023-2024?

- Can we get clarity on the guidelines for offering HSE classes in Spanish?
- Will there be any additional Title II funding this year? If so, when can we expect to receive more information?

Ideas

- One-on-one collaboration and guidance
- Mentorship program
  - E.g.: best practices for successful CCR programs
- More site visits
- More training for people who respond to ADVANSYS Service Now Tickets
- Quarterly (regional) director's meetings
- Host a CBO event
- Tier 2 funding for RISE courses taught through CCR
- Incentivized funding released earlier in the academic year
- Funding source for ALL NC students for HSE testing
- Funding source for childcare
- Equal pay amongst CCR, CE vs CU
- Providing 'flipped' meetings
- More hosted networking events
- CCR Advisory Council
- Support and provide a portal for Title II instructor training
- More specific 'office hours'
- Create a 'survey monkey' for all CCR personnel for training ideas or needs
- Grant rep meetings specific to corrections and AHS
- Turn feedback into actionable items with a timeline
- PD should be financially incentivized that is equal to instructor hourly pay rate
- Advocate and raise awareness within the public and outside of CCR
- Personalized assistance with MSGs and FTEs (especially when not meeting goals)
- Systematic and automatized calculation of hours (electronic sign-in and sign-out)

DELTA: Things We Should Improve

- Incentivized funds not released in a timely manner
- Incentivized funding should be non-restrictive
- Less barriers to funding
- Need more con ed and PD courses offered
- Late notice for training cancellations
- Late notice for meetings
- Talent not being retained
- Inclusive PD (all parties involved)
- Lacking in-depth and detailed training on budgeting
- Need more recurring new director cohort meetings
- Need to create and fund a CBO liason roles
- Lacking in CBO-specific PD
- Regulations, policies and procedures not simplified nor clear
  - E.g.: with the State Board code
- Expand staffing at the SO
- Confusion regarding childcare funding
- Update Listserv
- Advocate to OCTAE for different CBO benchmarks
- Better communication to college presidents regarding CCR updates
- ADVANSYS and compliance conflicts
- More communication and collaboration between programs/departments at the SO
  - E.g.: IT, CCR, CU, CE, Compliance
- Need more localized networking opportunities
- Need better workforce collaboration
- Need to respond to Service Now tickets
- Not all CCR departments are the same
- Onboarding not systematic nor clear nor detailed enough
- Be less reactive and more proactive
- More specific answers
  - E.g.: Which page # or memo is it located in?
- Requiring a lot from providers without adequate funding
- Communicate more grant opportunities
- More Con Ed development training
- Unclear or conflicting communication

- Quick response to ADVANSYS requests
- ADVANSYS office hours are very helpful
- The climate at this rotating session has been overwhelmingly positive
- IELCE support is responsive
- Prompt response time to any MSG 3, 4, 5 questions (thanks to Lindsay and Matthew)
- Penny Wacaster was very helpful with assisting us in getting the MPHSE off the ground in our first year
- Jen Bean's meetings are very clear, concise and thorough (e.g.: HSE updates)
- Recruitment of the best staff
- Provides assistance when needed
- Very attentive to providers' needs
- The information available
- Provides helpful tools to support our goals (e.g.: templates)
- Good communication and resources offered
- The new State Director

ALPHA: Things We Do Well

- ADVANSYS support from Jessica
- Technical assistance from Jessica
- The CCR Monthly Newsletter
- Communicating updates
- Sharing success stories
- Individualized supports for processes
- Positivity
- Responsiveness
- Offering guidance
- Answers or returns phone calls
- Personable, approachable, and knowledgeable
- Has expertise in subject matter
- Great training and professional development opportunities
- Patient, especially with new staff and answering multiple questions
- Monitoring team is very helpful

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