

To all NC FAST Program Points of Contact,

In an effort to ensure effective and efficient program delivery, the following actions are to be completed by all POCs:

### **1. Scheduling**

- Please ensure all class schedules are completed using the attached Daily Schedule Template.
- Schedules are to be emailed, in advance of the program delivery, to: [ncfast\\_cc\\_training@dhhs.nc.gov](mailto:ncfast_cc_training@dhhs.nc.gov) & [ncfast\\_cc\\_config@dhhs.nc.gov](mailto:ncfast_cc_config@dhhs.nc.gov)
- The schedule must be completed with all required information. If any of the information is "TBD", a fully completed schedule is required when the determinations are made. We request that this is completed prior to the start of the program delivery.
- If any corrections are made to the schedule, i.e., changing of instructors, days, dates, time of class delivery, or location, an updated schedule is required immediately.
- If cancellation of one or more class sessions is necessary, please send an email to the above email addresses immediately. If the cancellation alters the previously emailed schedule, an updated schedule is required.
- In the event a complete program cancellation is necessary, send an email to the above email addresses with notification of the cancellation immediately. If a new program delivery date is available, please reference the new program delivery date in the email and attach the new program Daily Schedule.

### **2. Communication**

With the number of colleges currently delivering the NC FAST program, and the many other locations coming onboard, the communication process is extremely important. Communication, with the exception of situations requiring emergency assistance, will be between the POC and the Training Support or Configuration Support Team. If you are unsure of which support group to contact, please send your email to both of the above email addresses. Instructors should direct all questions and request to their POC, unless they encounter an issue during a class session. In this instance, the instructor will immediately send an email to the above email addresses describing the issue.

### **3. Information Dissemination**

Information, documents, notices or updates will be emailed to the POC. The POC will be responsible for ensuring distribution to the necessary parties at their location.

\*Please email any questions or concerns to: [ncfast\\_cc\\_training@dhhs.nc.gov](mailto:ncfast_cc_training@dhhs.nc.gov)

Thank you in advance for your cooperation,  
Ronnie Richardson, *NC FAST Community College Liaison*