

Impacts of the Pandemic on Strategic Plan Tactics

While the pandemic has affected many tactics in terms of *how* staff pursue tactic aims (such as holding meetings online), for those tactics listed below, the impacts of the pandemic to the tactic warrant focused monitoring of progress.

Previous tactic status: yellow (“Monitor”); additional monitoring needed due to pandemic

- **Accelerating Student Readiness** – Faculty teamwork on math and English transition courses (for Career and College Ready Graduates) was suspended due to the pandemic.
- **Advising and Student Support Redesign** – Advising drive-ins (professional development) were canceled due to social distancing regulations. More fundamentally, advising models have been largely reliant on in-person delivery, so there are questions about how advising models may need to change to reach students and guide them effectively during extended periods of office closures.
- **Work-based Learning** – While North Carolina has continued to make progress on WBL policy work, it is very difficult for WBL to be carried out as designed, due to its inherent nature. In WBL situations ranging from clinicals to work-based learning courses, there are challenges to employers having the bandwidth to offer mentoring/supervision, even for businesses/organizations that are not struggling to stay afloat.

Previous status: green (“Celebrate”); current status: yellow (“Monitor”) due to pandemic

- **Career Coach Expansion** – Access to high school students is difficult with high school buildings closed; OSBM restrictions may postpone hiring of 2020-2023 cohort of new Career Coaches; there are challenges of functioning remotely; and professional development has had to be postponed for Career Coaches and supervisors.
- **DHHS Education Navigator Partnership** – The heavy demand on department of social services (DSS) offices due to COVID-19 and meeting residents’ basic needs has kept local DSS offices from being able to focus on this partnership.
- **Minority Male Success Initiative** – Programmatic activities have stalled due to the shift online and cancellation of meetings, and it is difficult to reach and support students effectively while working remotely during the pandemic.

Initial Tactic Scope Changed due to the Pandemic

- **Statewide Marketing and Communications Plan** – The System Office stood up two new marketing plans by the beginning of May – promoting online learning and honoring alumni on the front lines of the pandemic response.
- **Strategic Planning Implementation and Oversight** – The Strategic Planning Team has been working with the System Office Leadership Team to begin reassessing System strengths, weaknesses, opportunities and threats in the face of the pandemic. Further work is planned to assess the need for shifts in strategies or priorities.
- **Student Services Leadership Academies** – The work on the academies has been going well; and the System Office is assessing what adjustments will be necessary to the tactic as serving students during a pandemic will require new approaches and sharing of promising practices.