



**NORTH CAROLINA COMMUNITY COLLEGE SYSTEM**

*Dr. William S. Carver, II*  
*Interim President*

**NUMBERED MEMO CC22-055**

TO: Presidents  
Chief Academic Officers

FROM: Lisa M. Eads, Associate Vice President of Programs

DATE: December 6, 2022

SUBJECT: State Board Action November 18, 2022  
New Curriculum Standard

On November 18, 2022, the State Board of Community Colleges approved the following new curriculum standard:

**911 Communication and Operations (A55470)**

A Tier 2 funding classification for the new Emergency Communications curriculum prefix (EME) has been approved. A copy of the new 911 Communication and Operations curriculum standard and courses are attached.

You may view all curriculum standards and courses by visiting the Academic Programs website at: <http://www.nccommunitycolleges.edu/academic-programs>.

If you have any questions concerning the November State Board action item listed above, please contact Ms. Michelle Lair at [lairm@nccommunitycolleges.edu](mailto:lairm@nccommunitycolleges.edu).

LME/ML/gr  
Attachments

c: Dr. Levy Brown  
Ms. Michelle Lair  
Ms. Tawanda Artis, NCCCS General Counsel  
Program Administrators

CC22-055  
Email

# CURRICULUM STANDARD

<i>Effective Term</i> Fall 2023 [2023*03]
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Curriculum Program Title

**911 Communications and Operations**

Program Code

**A55470**

Concentration

**(Not applicable)**

CIP Code

**43.0399**

## ***Curriculum Description***

The 911 Communications and Operations curriculum is designed to provide new students, as well as current practitioners, with knowledge and skills in the areas necessary for entrance or advancement within emergency communications.

Coursework includes concepts and skills in telecommunication systems, basic software and GIS/GPS, communications, documentation, public administration, personnel management and supervision, grant writing, professional ethics, cultural awareness, mental health awareness, and adaptation to technology within emergency communication organizations.

Graduates should qualify for employment and advancement in the public safety telecommunications field with a variety of employers, including local government emergency communications centers, county sheriffs' offices, local law enforcement, fire and EMS agencies, emergency management, and related emergency dispatch operations.

## ***Curriculum Requirements\****

***[for associate degree, diploma, and certificate programs in accordance with 1D SBCCC 400.10]***

- I. **General Education.** Degree programs must contain a minimum of 15 semester hours including at least one course from each of the following areas: humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics. Degree programs must contain a minimum of 6 semester hours of communications. Diploma programs must contain a minimum of 6 semester hours of general education; 3 semester hours must be in communications. General education is optional in certificate programs.
  
- II. **Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. *(See second page for additional information.)*
  
- III. **Other Required Hours.** A college may include courses to meet graduation or local employer requirements in a certificate, diploma, or associate in applied science program. These curriculum courses shall be selected from the Combined Course Library and must be approved by the System Office prior to implementation. Restricted, unique, or free elective courses may not be included as other required hours.

	<b>AAS</b>	<b>Diploma</b>	<b>Certificate</b>
Minimum General Education Hours	15	6	0
Minimum Major Hours	49	30	12
Other Required Hours	0-7	0-4	0-1

\*Within the degree program, the institution shall include opportunities for the achievement of competence in reading, writing, oral communication, fundamental mathematical skills, and basic use of computers.

## **Major Hours**

- A. Core.** The subject/course core is comprised of subject areas and/or specific courses which are required for each curriculum program. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the subject/course core of the AAS program.
- B. Concentration** *(if applicable)*. A concentration of study must include a minimum of 12 semester hours credit from required subjects and/or courses. The majority of the course credit hours are unique to the concentration. The required subjects and/or courses that make up the concentration of study are in addition to the required subject/course core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from any prefix listed, with the exception of prefixes listed in the core or concentration. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit.

### **911 Communications and Operations A55470**

	<b>AAS</b>	<b>Diploma</b>	<b>Certificate</b>
<b>Minimum Major Hours Required</b>	<b>49 SHC</b>	<b>30 SHC</b>	<b>12 SHC</b>
<b>A. CORE</b> <i>Courses required for the diploma are designated with *</i>  <b>Required Courses:</b>  *EME 111    911 Communications & Operations I            3 SHC *EME 112    911 Communications & Operations II            3 SHC *EME 211    Advanced 911 Communications & Ops            3 SHC *GIS 110    Survey of GIS/GPS            1 SHC *GIS 111    Intro to Geographic Info System            3 SHC *PAD 151    Intro to Public Admin            3 SHC	<b>16 SHC</b>	<b>16 SHC</b>	
<b>B. CONCENTRATION</b> <i>(Not applicable)</i>			
<b>C. OTHER MAJOR HOURS</b> <i>To be selected from the following prefixes:</i>  ACA, ACC, ASL, BIO, BUS, CCT, CET, CIS, CJC, COM, CSC, CTI, CTS, DBA, ECO, EDU, EME, EPT, GIS, HEA, HIS, HSE, HUM, LDR, LEX, NET, OST, PAD, PED, PMT, POL, PST, PSY, SOC, SPA, and WBL.  Up to two semester hour credits may be selected from ACA.  <i>Up to three semester hour credits may be selected from the following prefixes: ARA, ASL, CHI, FRE, GER, IRI, ITA, JPN, LAT, POR, RUS and SPA.</i>			

# Emergency 911 Communications Courses

*Effective Term – Fall 2023 [2023\*03]*

**EME 111 911 C&O I  
(911 Communications and Operations I)**

**Class 2 Lab 2 Clinical 0 Work 0 Credit 3**

**Prerequisites: None**

**Corequisites: None**

This course is designed to introduce the student to the role of a telecommunicator and the duties and responsibilities performed by the first, first responder in the public safety system.

Topics include an introduction to the telecommunicator profession, technology in an emergency communications center, ethics and values, basics of call taking, documenting, and dispatching in a Public Safety Answering Point (PSAP), effective communications, cultural awareness, critical thinking, and problem solving.

Upon completion, students should be able to demonstrate an understanding of the role and function of telecommunicators within the 911 system; call processes and radio procedures for law enforcement, fire, and medical dispatch; and the role of telecommunicators within emergency management, incident command, and the Telecommunicator Emergency Response Taskforce (TERT).

**EME 112 911 C&O II  
(911 Communications and Operations II)**

**Class 2 Lab 2 Clinical 0 Work 0 Credit 3**

**Prerequisites: EME 111**

**Corequisites: None**

This course is designed to introduce the student to the various roles, functions, and governance models that impact a Public Safety Answering Point (PSAP).

Topics include an introduction to human resources, employee relations, local government finance, federal and local legislation and oversight of a PSAP, cybersecurity policies and procedures, Next Generation technology and applications, policy and procedure writing, and grant writing.

Upon completion, students should be able to demonstrate an understanding of human resources processes as a telecommunicator, basic budgeting and finance, general knowledge of cybersecurity practices, Next Generation technology and applications in the PSAP and an introduction to federal and state legislation relating to 911 and grant writing.

**EME 211 Advanced 911 C&O  
(Advanced 911 Communications and Operations)**

**Class 2 Lab 2 Clinical 0 Work 0 Credit 3**

**Prerequisites: EME 112**

**Corequisites: None**

This course is designed to provide advanced studies in 911 Communications and Operations for a 911 Telecommunicator.

Topics include appropriate telecommunicator response to situations such as terrorism, active shooters/active assailants, missing or exploited persons, human trafficking, suicidal callers, domestic violence, and high-priority/low-frequency emergency events, and identification of strategies that support telecommunicator mental and physical wellbeing.

Upon completion, students should be able to define and describe terrorism, active shooter, missing and exploited children and persons, human trafficking, suicide intervention involving callers, domestic violence, and critical incidents, and the telecommunicator's roles when these incidents are presented in the Public Safety Answering Point (PSAP).