

**STATE BOARD OF COMMUNITY COLLEGES**  
**Curriculum Program Application - New to the System**

The State Board of Community Colleges is asked to approve the curriculum program at the listed college on the condition that equipment funds are available to the college and operating funds generated by the budget formula will permit the offering of the program without any special allocation of funds.

Richmond Community College  
911 Communication and Operations (A55470)  
Effective Term: Fall 2023

**Contact(s):**  
Michelle Lair  
Director of Programs

**STATE BOARD OF COMMUNITY COLLEGES  
PROGRAM APPLICATION  
SUMMARY EVALUATION REPORT  
Richmond Community College  
911 Communication and Operations (A55470)**

**Program Planning:** Richmond Community College is seeking approval for the 911 Communication and Operations (A55470) program to begin Fall 2023. The planning area is defined as the college's service area of Richmond and Scotland counties. All colleges were notified of the planning process for this program.

The proposed program was approved by the Board of Trustees at Richmond Community College on October 4, 2022. Minutes from this Board meeting were attached to the program application. The President and the Board of Trustees of Richmond Community College have certified the following:

- The proposed program will enhance the workforce of North Carolina, will provide educational and training opportunities consistent with the mission of the college, and will not duplicate the opportunities currently offered.
- They have assessed the need for the proposed program and the resources required to maintain a viable program and certify that the college can operate the proposed program efficiently and effectively within the resources available to the college.
- The college will complete a program accountability report including student success measures, enrollment trends, completion rates, and employment data three years after implementation of the program.

**Program Rationale:** Richmond Community College (RCC) indicates the following:

- In North Carolina, 911 calls are managed by Public Safety Answering Points (PSAPs), such as county communications centers, sheriffs' offices, and police departments, that dispatch calls to appropriate public safety personnel. According to state 911 Board statistics, North Carolina PSAPs answered 7.5 million 911 calls in 2021.
- Employees who manage these calls are designated as telecommunicators, which is defined in General Statute as 911 call takers, dispatchers, radio operators, data terminal operators, or any combination of such call-taking functions.
- State law related to PSAP funding requires that telecommunicators have at least 40 hours of industry-recognized training in basic telecommunicator operations, plus specific training in basic emergency medical dispatch. In addition, PSAPs typically

require or encourage additional training to ensure that these “first” first-responders are prepared to effectively operate within and manage the state’s 911 system.

- The new 911 Communication and Operations program is uniquely designed to provide technical and managerial education for new and seasoned telecommunicators. Topics include 911 communications and operations, Geographic Information System (GIS)/Global Positioning System (GPS), public administration, crisis intervention, and incident command. The program, which is designed to be fully online, also includes opportunities for credit for prior learning (CPL) for previous industry-related training and/or certifications. Research by the college indicates that this is the first such program in the nation, if not the world, specifically designed to develop the technical job skills, as well as the managerial skills, of telecommunicators.
- The new program is supported by local and state 911 system leaders and employers. The two PSAPs in the college’s service area -- Richmond County Emergency Center and Scotland County Emergency Communications -- have submitted letters documenting need and support. These local employers have noted that there is a continual need for new telecommunicators and advanced training for current employees, as 911 centers work three shifts a day, seven days a week, and have a high turnover rate. The Richmond County Emergency Center is staffed 24 hours a day, seven days a week with a minimum of five telecommunicators on duty at a time and dispatches law enforcement, fire, and medical calls for all appropriate agencies within Richmond County. Scotland County Emergency Communications is a consolidated 911 center, operating 24-hours-a-day with 14 full-time employees and several part-time employees, and is responsible for call intake and dispatch for emergency and non-emergency medical, fire and law enforcement calls. The department also handles after-hours calls for animal control, social services, public works, and other services.
- The college also received letters of support from the President of North Carolina Chapter of Public-Safety Communications Officials (NC APCO), the Executive Director of the NC 911 Board, and the President of the North Carolina Chapter of the National Emergency Number Association (NC NENA), all of which are leaders and subject matter experts in this industry.
- According to the Bureau of Labor Statistics (BLS), employment of public safety telecommunicators is projected to grow 8 percent nationwide from 2020 to 2030, about as fast as the average for all occupations. According to Career Coach, there are currently 72 public safety telecommunicator job openings within a 50-mile radius of Richmond Community College. Additionally, there are currently 724 public safety telecommunicators employed within a 50-mile radius. Demand is expected to increase overall due to general population growth and the commensurate increase in 911 volume, as well as the need to fill vacancies due to attrition/retirement.

- According to the BLS, the nationwide median annual wage for a public safety telecommunicator was \$46,670 in May 2021. According to Career Coach, within a 50-mile radius of the college, the starting pay for new telecommunicators is approximately \$28,300, with pay increasing up to \$45,162 for highly experienced personnel.
- The college conducted a survey of juniors and seniors in Richmond and Scotland County high schools, and of the 116 students who responded, 32% replied that they would be interested in enrolling in the new 911 Communication and Operations Program. The college is also exploring a Career and College Promise (CCP) option to meet student interest and industry need. Additionally, the college has a strong history of providing workforce continuing education training for telecommunicators, and it is expected that this degree program will be a natural next step for many of these current telecommunicator professionals who are seeking to advance in their field.

**Impact of the Proposed Program on Other Programs:** The 911 Communication and Operations (A55470) degree is new to the system. The college sent impact assessment forms to all other colleges within the System. ***No negative impact responses were received.***

**Implementation of Collaborative Plan:** Not Applicable

**Curriculum Design:** The proposed program of study is in compliance with the State Board approved curriculum standard.

**Curriculum Description as Designated on Curriculum Standard:**

The 911 Communication 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.

**Contact(s):**

Tracy McPherson  
Director, Public Safety Training Programs

## PROPOSED

## CURRICULUM STANDARD

Effective Term Fall 2023 [2023*03]
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Curriculum Program Title

911 Communication and Operations

Program  
Code

A55470

Concentration

(not applicable)

CIP  
Code

43.0399

**Curriculum Description**

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**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.

	AAS	Diploma	Certificate
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

Attachment PROG 02B

- 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 Communication and Operations A55470

	AAS	Diploma	Certificate																		
<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>  <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">*EME 111</td> <td style="padding-left: 20px;">911 Communication &amp; Operations I</td> <td style="padding-left: 20px;">3 SHC</td> </tr> <tr> <td style="padding-left: 20px;">*EME 112</td> <td style="padding-left: 20px;">911 Communication &amp; Operations II</td> <td style="padding-left: 20px;">3 SHC</td> </tr> <tr> <td style="padding-left: 20px;">*EME 211</td> <td style="padding-left: 20px;">Advanced 911 Communications &amp; Ops</td> <td style="padding-left: 20px;">3 SHC</td> </tr> <tr> <td style="padding-left: 20px;">*GIS 110</td> <td style="padding-left: 20px;">Survey of GIS/GPS</td> <td style="padding-left: 20px;">1 SHC</td> </tr> <tr> <td style="padding-left: 20px;">*GIS 111</td> <td style="padding-left: 20px;">Intro to Geographic Info System</td> <td style="padding-left: 20px;">3 SHC</td> </tr> <tr> <td style="padding-left: 20px;">*PAD 151</td> <td style="padding-left: 20px;">Intro to Public Admin</td> <td style="padding-left: 20px;">3 SHC</td> </tr> </table>	*EME 111	911 Communication & Operations I	3 SHC	*EME 112	911 Communication & 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>	
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*GIS 111	Intro to Geographic Info System	3 SHC																			
*PAD 151	Intro to Public Admin	3 SHC																			
<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>																					

## Proposed Emergency 911 Communication Courses

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

**EME 111 911 C&O I  
(911 Communication 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 Communication 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 Communication 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 Communication 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).



**STATE BOARD OF COMMUNITY COLLEGES  
NEW CURRICULUM PREFIX -  
TIERED FUNDING FORMULA RECOMMENDATIONS**

The State Board of Community Colleges is asked to assign the following new curriculum prefix to the North Carolina Community College System Tiered Funding Formula:

**Tier 2**

EME – Emergency Communications

Rationale: The EME curriculum prefix is designed to be used for courses that prepare students for entry into and advancement in the field of public safety/emergency services communications as telecommunicators.

**Background:**

On August 15, 2014, the State Board of Community Colleges adopted the 2014-2015 State Aid Allocations and Budget Policies, which included the implementation of a four-tiered funding model. To implement the Tiered Funding Forming Model, all existing curriculum and continuing education course prefixes were assigned to one of four funding levels as defined below:

**Tier 1A:** Includes curriculum budget FTE in health care and technical education courses that train North Carolinians for immediate employment in priority occupations that have documented skills gaps and pay higher wages. This tier also includes FTE in a limited number of continuing education courses that train students for the exact same third-party certification as curriculum courses in Tier 1A.

**Tier 1B:** Includes curriculum budget FTE in other high cost areas of health care, technical education, lab-based science, and college-level math courses. With the implementation of Closing the Skills Gap, Tier 1B also includes FTE in short-term, workforce continuing education courses that help prepare students for jobs in priority occupations and lead to competency-based industry credentials.

**Tier 2:** Includes

- a) all other curriculum budget FTE,
- b) all Basic Skills budget FTE, and
- c) budget FTE associated with other continuing education courses that are scheduled for 96 hours or more and are mapped to a third-party credential, certification, or industry-designed curriculum.

**Tier 3:** Includes all other continuing education budget FTE. This weighted allocation model is designed to provide a funding differential between each tier. Tier 1A is funded at a level equal to 30% higher than Tier 2, while Tier 1B is funded at a level that is 15% higher than Tier 2. Tier 3 is funded at a rate that is 15% less than Tier 2.

**Contact(s):**

Tracy McPherson  
Director, Public Safety Training Programs