



South Portland, Maine 04106

## Criminal Justice

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**Title:** Emergency Tele-communicator - Basic

**Catalog Number:** : PUBS (CJUS, FIRE + EMST)  
104R1

**Credit Hours:** 3

**Total Contact Hours:** 45

**Lecture:** Thurs 4:45pm – 7:30pm

**Instructor:** Sue Gorham

**Office Hours – Location:** By Appointment

**Contact Information:** Phone – 207-767-5285 or

**Email:** sgorham@smccme.edu

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### Course Syllabus

#### PUBS 104 EMERGENCY TELECOMMUNICATOR - BASIC

##### Course Description

This course is designed to prepare students for emergency tele-communicator duties, to meet the requirements of the NFPA 1061 Professional Qualification Standard for Public Safety Tele-communicator I, as well as meeting the State of Maine statutory requirement for those employed @ public safety dispatch centers in Maine [25 MRSA §2926 2(b)] . The course combines instructor presentations, student activities and simulation exercises to develop skills and knowledge in the field. The course will provide the student with the knowledge of roles and responsibilities, current technologies, interpersonal communications skills, telephone communication and call processing skills, radio broadcast procedures, legal aspects of public safety communications and stress management skills. In addition the course will introduce students to the skills necessary to manage requests for police, fire and medical services. Future public safety field responders will also gain a better appreciation and working knowledge for their relationship with their respective communications center.

**Prerequisites:** (None)

##### Course Objectives

Upon successful completion of this course, the Public Safety Tele-communicator student shall be able to:

- 1) Demonstrate the basic knowledge, skills and attitudes necessary to serve as an emergency tele-communicator.
- 2) Explain public safety telecommunication mission, goals, policies, procedures, protocol and expectations; as well as the various roles that tele-communicators play.
- 3) Explain the application of the technologies employed in modern public safety communication centers.
- 4) Demonstrate interpersonal communication skills as applied to emergency call reception and transmission.

- 5) Demonstrate techniques used to interview callers, control calls and process calls efficiently and appropriately.
- 6) Demonstrate the ability to appropriately classify police, fire and medical emergency calls according to protocols.
- 7) Explain the roles of the public safety tele-communicator in response to man-made and natural catastrophic events.
- 8) Demonstrate radio broadcast procedures and the application of modern communication technology.
- 9) Explain the basics for the civil and criminal legal systems, the value of standards of care, and the importance of ethical behavior.
- 10) Explain the requirement for a quality improvement system that ensures compliance with professional protocols, scene safety, risk management and excellent customer service.
- 11) Explain stress management principles and strategies to manage stress, avoid burnout and ensure a healthy lifestyle.

**After successfully completing the course, the student will be able to:**

Successful completion of this course will help prepare students to attain Criminal Justice, Fire Science and/or Para-medicine Learning Outcomes: (consult department faculty for specific learning outcomes relating to this course completion)

In addition, completion of this course will empower students to attain the following SMCC learning outcomes.

Global Awareness / Diversity

- Identify resources and strategies needed to problem-solve and/or achieve goals inclusive of diverse perspectives and experiences

Critical Thinking

- Interpret information logically by selecting and organizing relevant facts and opinions and identifying the relationships among them.
- Analyze an issue or problem by separating it into its component parts and investigating the relationship of the parts to the whole.
- Synthesize information by combining ideas from multiple sources to come to an independent conclusion.
- Evaluate information by making informed judgments as to whether the information is accurate, reliable or useful.
- Apply theory to practice.

Communications

- Demonstrate command of the English language.
- Identify and extract relevant data from written and oral presentations.
- Use current communications technology.
- Present information orally and in writing following current standards of English.
- Organize and present researched information using current citation standards.

Quantitative Methods

- Recognize problems that can be solved by quantitative methods.
- Identify the quantitative components of a problem.
- Estimate reasonableness of answers to problems.
- Record data accurately using appropriate methods, tools and technology.
- Interpret information presented in charts and graphs.

This course will help broaden students' perspectives and prepare them for employment as public safety call-takers, dispatchers, and/or other private and not-for-profit communications professionals.

**Potential benefits for pre-service and in-service fire-rescue and emergency medical service members may include:**

- 1) Preparation for alternative careers or part time employment in the public safety discipline.

- 2) Better understanding of tele-communicator roles, responsibilities and challenges in support of fire-rescue operations.
- 3) Specialized skills that could be employed during multi-casualty and catastrophic emergency incidents.

**Potential benefits for pre-service and in-service public safety department members may include:**

- 1) An understanding of the specialized skills required to be a professional tele-communicator and the role they play in providing emergency and responder safety.
- 2) The proper communication skills required to receive and give information in both emergency and nonemergency situations.
- 3) Ability to prioritize tasks and properly apply the concept of multi-tasking.
- 4) An understanding of the complexity of the technologies used in a modern public safety communications center.
- 5) Value a philosophy of teamwork that includes police, fire and medical emergency personnel.

**Required text**

- 1) Emergency Tele-communicator Course Manual (4th edition, 2017), The National Academies of Emergency Dispatch ***NOTE: The text can not be re-used from prior classes, MUST BE AN ORIGINAL!***

**Topic Outline**

- Tele-communicator roles and responsibilities
- Emergency telecommunications technologies
- Telecommunications Essentials
- Call Management
- Classifying police, fire and medical emergency calls
- Disaster preparedness & readiness
- Radio & Radio broadcast procedures
- Legal Aspects of Public Safety Communications
- Quality Assurance & Quality Improvement
- Dispatcher Stress

**Grading**

There will be a variety of categories that students can gain credit for course work during this class. Some of which may involve group projects; most of which will involve individual submissions. All coursework will have hard deadlines. **No course work will be accepted after the deadline established in the course schedule.**

- **Pre-class readings:** Reading assignments in textbooks, in advance of each class, completion of chapter "self assessment" questions. **Readings/completed chapter questions will be worth 15% of your final grade.** Completed pre-class chapter questions from text will be checked periodically throughout the semester.
- **Class participation/discussions:** You will be expected to attend and actively participate during in-class discussions. **Class participation/discussions will be worth 10% of your final grade.** Deductions in grade will be made for any absences.
- **Quizzes** covering all course material (readings, discussions, assignments, etc.) will be given at selected points in class, and will generally be multiple choices, matching and short answer formats. Quizzes may be made up, but only at the discretion of the instructor, and it may result in a "point penalty." **Combined quizzes will be worth 15% of your final grade.**
- **Written report:** Each student will be expected to complete a paper based on an assigned real life incident related to the course material. The instructor will assign the topics and due date, as the semester progresses. **The report will be worth 30% of your final grade.**
- **A comprehensive final exam** will be administered at the end of the semester. **The final exam will be worth 30% of your final grade.** (A passing grade of at least 80% on the final exam is needed to meet state

*certification for completion of statutory mandatory dispatcher training, also for meeting requirements for NFPA 1061 certification as PS Telecommunicator 1.) The final exam must be taken on the original certification sheet provided in the course manual.*

<b>Course Grade:</b>	A	93 - 100	A-	90 - 92.9	B+	87 - 89.9
	B	83 - 86.9	B-	80 - 82.9	C+	77 - 79.9
	C	73 - 76.9	C-	70 - 72.9	D+	67 - 69.9
	D	63 - 66.9	F	0 - 62.9		

### **Grades of I (Incomplete)**

At the instructor's discretion, a temporary grade of "I" may be given when, due to extraordinary circumstances, if you will be unable to complete all required course work by the end of the semester. This assumes you have made a consistent and persistent effort past the end of the withdrawal period and up to the point the when the "circumstances" occur. You must meet with me to prepare the "Agreement for Incomplete Grade" form which is then signed by both of us and the Department Chair for your area of concentration. The form will then be sent to enrollment services. Then, you must complete the remaining course work by the mid-point of the semester following receipt of the "I" grade. Any grade of "I" that is not resolved by the middle of the next term automatically becomes an "F." **SEE STUDENT HANDBOOK FOR OTHER ACADEMIC POLICIES.**

### **Attendance**

Attendance is expected at all classes. Attendance will be recorded and will affect your class participation grade. SMCC requires instructors to report the names of students to the registrar's office who stop attending class. For the purpose of this class, students will be reported as no longer attending after two consecutive or a total of three, unexcused absences from the class. A report of last date of attendance to the registrar's office results in a grade of Administrative Failure (AF) being recorded for the student. For more information, please refer to the SMCC Student Handbook. Students are expected to notify the instructor, in advance, concerning absences. Students are responsible for all material missed during any absences. Students arriving late will enter quietly through the rear door of the classroom. Students leaving while the class is in session will leave quietly through the same rear door.

**Expectation for Absences:** If you have *flu-like symptoms*, SMCC policy asks students to stay home for 24 hours after you are symptom-free. If you have the flu or flu-like symptoms you must contact SMCC directly by using the following contact information: [flu@smccme.edu](mailto:flu@smccme.edu)

### **You are responsible for all class content you missed due to absence.**

- If you know you're going to miss a class please contact me in advance via e-mail or phone.
- You should contact your classmates for general information regarding notes, assignments and a synopsis of what was missed during your absence. Refer to your course schedule for additional information.
- Upon *your first academic day of wellness* you should schedule a meeting with me to establish a written plan for make-up. Do not wait for the next class meeting time to contact me regarding your absence.

### **Early Warning Letters**

After students have completed week 5 of the course, early warning letters will be sent home to students who have demonstrated unsatisfactory performance. Unsatisfactory performance will be determined by the instructor based on a combination of grades and attendance.

### **Course Policies**

Human dignity and integrity: All class participants are expected to treat others with respect. Some of the communications in this course may be via e-mail and online discussions that lack the benefit of in-person,

non-verbal context. Students are cautioned to carefully select the words and phrases that they use, and maintain a professional online demeanor at all times.

In the classroom, students are expected to:

- Take off distracting wear (attire) during class. Wear t-shirts with appropriate messages, etc.
- Respect the classroom, fellow students and faculty: *By being punctual, refraining from use of tobacco products, being careful with beverages, speaking non-judgmentally, listening to others and respecting differing views.*
- Staying engaged: *By turning off pagers, setting cell phones to vibrate, refrain from text-messaging during class.* If you need to take an emergency call, please step outside of the classroom.
- To maximize learning and minimize distractions, the use of electronics is prohibited during this class. Laptops should be out of sight and cell phones should be out of sight and on vibrate. If you must take or make a call, please step out of the classroom to do so. **This class has a 1-strike and it's out policy regarding laptops and cell phones!**
- Work hard: *By taking the course seriously, managing your time, completing pre-class readings, getting assignments in on time, and studying for quizzes and tests.*
- **Non-Disclosure of Confidential Information:** Emergency tele-communicators hold a position of public trust. During site visits, students may be exposed to information which is declared confidential by federal and state laws. Accordingly, students may be required to sign a Non-disclosure of Confidential Information statement which prohibits the dissemination of such sensitive information and identifies statutory penalties for disclosure. Student actions contrary to these requirements may result in course failure and possible prosecution.

Original work: Students are expected to submit original work unless other sources are clearly credited. Students are expected to equitably share the load in group work. Cheating will not be tolerated. Students found to have cheated will be penalized with actions up to and including a failing grade following policies listed in the SMCC Code of Student Conduct.

### Your Keys to Success

There are eight simple keys to succeeding in this course:

- 1) **Read your textbooks prior to class:** See pre-class "self assessment" for each chapter & "what would you do" questions for class discussion".
- 2) **Take good notes:** Write key points in your text as you read, and take notes in class, follow the PowerPoint slides.
- 3) **Participate in class.** Classroom discussions, simulation exercises, sharing "lessons learned" from outside readings.
- 4) **Study for quizzes and tests:** Review the text + rewrite your notes' key points.
- 5) **Pass in assignments on time:** Instructors will help you improve your drafts. And you'll lose a letter grade per day that assignments are *late*.
- 6) **Schedule your communications center site visit, begin your written report early,** don't procrastinate. Proof-read your written report, make it a professional demonstration of your communications skills.
- 7) **Commit the time:** All students should be prepared to spend a minimum of two hours on out of class preparation for each hour of classroom instruction. This preparation will include, but not limited to, review of lecture notes, completion of reading assignments, studying course materials and completion of class projects/papers as assigned.
- 8) **Ask for help:** Before you get too far behind, ask for help. You are responsible for doing the work, but instructors and the Academic Achievement Center are ready and pleased to help you.

### End-of-Course Evaluation

Students complete evaluations for each course attended at SMCC. Evaluations are submitted online and can be accessed through the student portal. Students can access the course evaluations beginning one week before the end of classes. The deadline for submission of evaluations occurs Monday at 5 PM following the last day of the class. You will receive an email to your student email account when course evaluations are available.

### **ADA Syllabus Statement**

Southern Maine Community College is an equal opportunity/affirmative action institution and employer. For more information, please call 207-741-5798. If you have a disabling condition and wish to request accommodations in order to have reasonable access to the programs and services offered by SMCC, you must register with the Disability Services Coordinator, Sandra Lynham, who can be reached at 741-5923. Further information about services for students with disabilities and the accommodation process is available upon request at this number. Course policies about online testing are modified to suit each individual's accommodations.

### **SMCC Pay-for-Print Policy** **Per Page Costs**

Each semester students receive a \$20 printing credit. The balance resets at the end of the semester and any remaining credits are removed. The cost varies depending upon page size and whether printing is done in black and white or color.

- a. There is a \$0.10 per page fee for standard 8.5" by 11" black and white documents.
- b. The reverse sides of duplex (double-sided) documents are free.
- c. There is a \$.50 per page fee for standard 8.5" by 11" color documents.
- d. There is a \$.20 per page fee for 8.5" by 14" (legal) or 11" by 17" (tabloid) black and white documents.
- e. There is a \$1.00 per page fee for 8.5" by 14" (legal) or 11" by 17" (tabloid) color documents.

Duplex charges (printing on both sides of a page) work in the following fashion: One page is \$0.10, two pages are \$0.10, three pages are \$0.20, and four pages are \$0.20, etc. The flipsides are free, but another sheet of paper is \$0.10. Please be aware that a document with any color at all (when printed to a color printer) will by default be printed in color. You are responsible for setting the print job to print black and white if you do not need color. For directions, please go to the IT Help tab in My SMCC.

### **How does it work?**

The College's pay-for-print system monitors printing on all printers (including those in general access labs, library printers, the Academic Achievement Center, Noisy Lounge and technology labs). Students can check the number of pages they have printed by using the Printing Balance tool available on SMCC computers (located in the lower right corner of the screen, near the clock). Departments with work study students who need to print documents for the department should contact the Help Desk at 741-5696 to have a special account set up.

### **Refunds**

Print jobs are eligible for a refund in the event of mechanical or electronic error on the part of the printer, print server, or software used to submit the job. Jobs are not eligible for a refund in cases where the job was not set up correctly, was submitted multiple times, or the student is not satisfied with the result. To request a refund, please bring the offending print to the IT Department in the basement of the Ross Technology Center. Refunds will be granted in the form of a credit to the student's account.

### **Why is SMCC charging for printing?**

The pay-for-print system is an effort to control escalating printing costs. Charging for printing helps offset the increasing cost of supplies and encourages students to conserve resources. To find ways to reduce your printing charges, please go to the IT Help tab on My SMCC. If you have questions about the pay-for-printing policy or your printing charges, please contact the Help Desk at 741-5696 or send an email to [helpdesk@smccme.edu](mailto:helpdesk@smccme.edu).

Be sure to log OUT of the system when you've finished your printing, to prevent unauthorized access to your account.

### **Add-Drop Policy**

Students who drop a course during the one-week "add/drop" period in the fall and spring semesters and the first three days of summer sessions receive a 100% refund of the tuition and associated fees for that course. Please note any course that meets for less than the traditional semester length, i.e., 15 weeks, has a pro-rated add/drop period. There is no refund for non-attendance.

### **Withdrawal Policy**

A student may withdraw from a course only during the semester in which s/he is registered for that course. The withdrawal period is the second through twelfth week of the fall and spring semesters and the second through ninth week of twelve-week summer courses. This period is pro-rated for shorter-length courses. To withdraw from a course, a student must complete and submit the appropriate course withdrawal form, available at the Enrollment Service Center (no phone calls, please). The designation "W" will appear on the transcript after a student has officially withdrawn. A course withdrawal is an

uncompleted course and may adversely affect financial aid eligibility. Failure to attend or ceasing to attend class does not constitute withdrawal from the course. There is no refund associated with a withdrawal.

### **Plagiarism Statement**

Adherence to ethical academic standards is obligatory. Cheating is a serious offense, whether it consists of taking credit for work done by another person or doing work for which another person will receive credit. Taking and using the ideas or writings of another person without clearly and fully crediting the source is plagiarism and violates the academic code as well as the Student Code of Conduct. If it is suspected that a student in any course in which s/he is enrolled has knowingly committed such a violation, the faculty member should refer the matter to the College's Disciplinary Officer and appropriate action will be taken under the Student Code of Conduct. Sanctions may include suspension from the course and a failing grade in the course. Students have the right to appeal these actions to the Disciplinary Committee under the terms outlined in the Student Code of Conduct.