

CJT110

SECTION I. SUBMISSION INFORMATION

SECTION II. SIGNATURES

1. Department Review (To be completed by department chair)

Will any new resources be required? No, none anticipated ☒ Yes ☐ (If yes, attach list with projected costs)
 You must consult all departments that may be affected by this course. List departments contacted below and attach relevant documents.

Does the department support approval of this course? ☒ yes ☐ no (if no, initial and return to preparer with rationale.)

Print: Ralph H. Galvan Signature: [Signature] Date: 8-25-02
Faculty/Preparer

Print: Ralph H. Galvan Signature: [Signature] Date: 9-05-02
Department Chair

2. Division Review (To be completed by division dean; if recommendation is no, initial and return to department with rationale.)

Is this a curricular priority for your division? ☒ yes ☐ no (Comment _____)

What is the estimated enrollment? some

Recommendation ☒ Yes ☐ No M. Sherratt 9/13/02
Dean's Signature Date

3. Curriculum Committee Review (Attach additional comments if necessary and forward to Executive Vice President.)

Recommendation ☐ Yes ☐ No _____
Curriculum Committee Chair's Signature Date

4. Vice President for Instruction and Student Services Approval (Attach additional comments if necessary.)

Approval ☒ Yes ☐ No [Signature] 9/26/02
Executive Vice President's Signature Date

ACS Code _____ Entered in Banner 9/26 Entered in Access 9/26 Log File 9/26/02 fr
 Approved for General Education Area/Group _____ Syllabus Date 2002 09/26/02

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For help screens press F1.

Discipline & No.: CJT110 **Title:** Emergency Telecommunicator Training

Course and title will automatically appear above upon saving or previewing

See attached old form

2. Credit Hours: <u> 5 </u> If Variable credit, Give Range: <u> </u> to <u> </u> credits If repeatable for credit, how many times <u> 0 </u>	3. Contact Hours per Semester: Lecture: <u> 80 </u> Lab: <u> </u> Clinical: <u> </u> Other: <u> </u> Total Contact Hours: <u> </u>	4. Class Capacity: <u> 30 </u> (If nonstandard, attach Class Capacity Exception form.)	5. Course Options: ☐ Distance learning (Attach DL Form) ☐ Honors (Attach Honors Addendum.) ☐ P/NP Grading
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6. Prerequisite(s) and/or “(“ Course			Min Grade	*Concurrent Enrollment	Test Name	Min. Score	**Level “)” I II	Other Prerequisites
☐	☐	_____	_____	☐	_____	_____	☐ ☐	_____
☐	☐	_____	_____	☐	_____	_____	☐ ☐	_____
☐	☐	_____	_____	☐	_____	_____	☐ ☐	_____
☐	☐	_____	_____	☐	_____	_____	☐ ☐	_____
☐	☐	_____	_____	☐	_____	_____	☐ ☐	_____
☐	☐	_____	_____	☐	_____	_____	☐ ☐	Consent Required ☒
☐	☐	_____	_____	☐	_____	_____	☐ ☐	7. Corequisites: (limit of 2)
☐	☐	_____	_____	☐	_____	_____	☐ ☐	

* Can take prerequisite before or concurrently with this course.

****Level I is enforced in Banner; Level II is enforced by instructor on 1st day of class.**

8. Course Purpose: ☐ Program Requirement ☐ General Education ☐ Program Support ☐ Basic Skills/Developmental ☐ Transfer ☒ Industry/Professional Dev ☐ Enrichment	If a program requirement, specify the program(s) 	Please send syllabus for Transfer evaluation to: ☐ EMU ☐ UM ☐ _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____	Accepted for transfer: (attach documentation) ☐ EMU _____ ☐ UM _____ ☐ _____ ☐ _____ ☐ _____ ☐ _____
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9. Terms Course will be offered:				Even years	Odd years
Terms	Session Length (e.g. 15 weeks, 1 st 7½ weeks, etc.)	Day	Eve	only	only
☒ Fall	_____	☒	☒	☐	☐
☒ Winter	_____	☐	☐	☐	☐
☒ Spr/Summer	_____	☐	☐	☐	☐

B. MAJOR INSTRUCTIONAL UNITS A major instructional unit is a grouping of topics that naturally relate to one another.

Add additional numbers as needed. (This section is unprotected so that you can cut and paste from other documents.)

1. Role of the Telecommunicator
2. Development of Communication Skills
3. Telephone Techniques
4. Dispatch Techniques and Regulations
5. Equipment/Systems Overview
6. Emergency Medical Services (EMS)

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7. Legal Issues
8. Cardiopulmonary Resuscitation
9. Call Intake/Processing
10. Stress Management and Wellness
11. Hazardous Materials
12. Emergency Plans/Disasters/Weather Alerts/Media Relations
13. Telecommunicator Reference Sources

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C. INSTRUCTIONAL OBJECTIVES

DIRECTIONS: Use student outcomes-based language. (Example: Upon visiting a gravel pit students will observe, analyze and describe in one page the weathering processes.) Units should match those listed in Section B.

(This section is unprotected. You may cut and paste from other documents as needed.)

Unit #1 Role of the Telecommunicator

Unit Objectives: Upon completion the student will be able to:

1. Develop a general understanding of the role of public safety communicator
2. Develop an ethical perspective of the telecommunicator's role.
3. Develop an historical overview of public safety telecommunications.

Unit #2 Development of Communication Skills

Unit Objectives: Upon completion the student will be able to:

1. Define communication, and develop a communication model
2. Understand basic communication concepts.
3. Understand and demonstrate the concept of giving and receiving feedback.
4. Develop active listening skills.
5. Identify various barriers to effective communication.
6. Understand communicator "confidence" in crisis communication situations.
7. Develop the concept of organizational communication.

Unit #3 Telephone Techniques

Unit Objectives: Upon completion the student will be able to:

1. Understand the concept of proper telephone techniques and general telephone operating procedures in emergency telecommunications.
2. Develop techniques for taking charge of emergency and non-emergency calls.
3. Know guidelines for obtaining pertinent information from callers.
4. Recognize various types of complaints/callers commonly encountered by emergency telecommunicators.
5. Develop telephone courtesy guidelines, and voice articulation techniques.

Unit #4 Dispatch Techniques and Regulations

Unit Objectives: Upon completion the student will be able to:

1. Develop an understanding of the FCC rules and regulations effecting emergency dispatching in the United States.
2. Develop a basic knowledge of broadcasting fundamentals/symbols.
3. Demonstrate dispatch sequencing in emergency dispatching.
4. Develop an understanding of the necessity of proper enunciation and message formulation.

Unit #5 Equipment/Systems Overview

Unit Objectives: Upon completion the student will be able to:

1. Develop a general understanding of the various types of equipment utilized in public safety telecommunications.
2. Understand the capabilities of the various informational systems available to the public safety telecommunicator.
3. Become familiar with the diversity of equipment currently utilized in public safety telecommunications.

Unit #6 Emergency Medical Services (EMS)

Unit Objectives: Upon completion the student will be able to:

1. Be aware of the history of EMS services.
2. Identify the role and responsibilities of EMS service.
3. Identify the components of a functioning EMS system.

Unit #7 Legal Issues

Unit Objectives: Upon completion the student will be able to:

1. Describe the distinction between criminal and civil law.
2. Develop an awareness of the resource materials available for legal inquiries.
3. Identify the steps in the criminal process

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4. Develop an awareness of specific commonly utilized criminal law classifications
5. Develop an awareness of the potential for civil liability in telecommunications.

Unit #8 Cardiopulmonary Resuscitation

Unit Objectives: Upon completion the student will be able to:

1. Develop an understanding of the need for emergency dispatchers to be CPR certified.
2. Develop the ability to recognize a heart attack, stroke, and choking victim as described by symptoms.
3. Learn to verbally assist others in the use of CPR.
4. Achieve CPR classifications.

Unit #9 Call intake/Processing

Unit Objectives: Upon completion the student will be able to:

1. Develop confidence in the processing of commonly received public safety calls for service.
2. Identify the necessary information pertinent in commonly received police, fire, and EMS calls for service.
3. Develop a ready reference source for future use in the intake of public safety calls for service.

Unit #10 Stress Management and Wellness

Unit Objectives: Upon completion the student will be able to:

1. Develop an understanding and awareness of stress.
2. Assess own individual stress.
3. Develop individual stress management techniques.
4. Understand the concept of stress prevention.

Unit #11 Hazardous Materials

Unit Objectives: Upon completion the student will be able to:

1. Develop an understanding of what hazardous material are.
2. Develop an awareness of the hazards involved in dealing with known and unknown hazardous materials.
3. Develop a knowledge of the U.S. Department of Transportation's hazardous materials most recently published *Emergency Response Guidebook*.
4. Develop an understanding of the U.S. Department of Transportation's placard system for hazardous materials identification.
5. Develop a knowledge of CHEMTREC and how to contact them.
6. Develop an understanding of the telecommunications role in hazardous materials incidents.

Unit #12 Emergency Plans/Disasters/Weather Alerts/Media Relations

Unit Objectives: Upon completion the student will be able to:

1. Understand the concept of timely dissemination of emergency warnings by public safety agencies.
2. Be aware of the basic public safety communication responsibilities in an emergency.
3. Understand the coordination of public safety emergency communications in the event of an alert or actual emergency.
4. Identify public information tasks and responsibilities for telecommunications.

Unit #13 Telecommunicator Reference Sources

Unit Objectives: Upon completion the student will be able to:

1. Become familiar with public safety agency reference sources.
2. Develop an awareness of how and where to obtain certain types of reference information.
3. Demonstrate an ability to read local jurisdictional maps.

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D. INSTRUCTIONAL METHODS, EVALUATION CRITERIA, AND ASSESSMENT

1. Instructional Methods: (Check the appropriate boxes and describe as needed.)

☒ Lecture/Discussion _____ ☐ Clinical Instruction _____ ☒ Laboratory Assignments _____ ☐ Internet Assignments _____ ☐ Computer Simulations _____ ☐ On-Site Work Experience _____ ☐ Team Assignments _____ ☒ Demonstrations _____	☒ Performances _____ ☒ Group Critiques _____ ☐ Field Trips _____ ☐ Telecourse _____ ☐ ITV Course _____ ☐ Self-Paced Instruction _____ ☐ Other _____ ☐ Other _____
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2. Evaluation Criteria:

☒ Attendance _____ ☐ Class Discussion _____ ☐ Papers _____ ☐ Portfolios _____ ☐ Projects _____ ☐ Reports _____ ☐ Clinical Assignments _____ ☐ Home Work _____	☐ Quizzes _____ ☒ Tests _____ ☐ Midterm _____ ☐ Final Exam _____ ☐ Presentations _____ ☒ Individual Performance on first aid _____ ☐ Group/Team Performance _____ ☐ Other _____
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3. Assessment of Student Achievement: (Indicate methods that will be used for NCA mandated assessment of student academic achievement at the course and (if applicable) general education levels)

☐ Departmental Exam _____ ☐ Follow-on Tracking _____ ☒ Standardized Test _____ ☐ Portfolio Assessment _____	☐ Pre-test/Post-test _____ ☐ Simulations _____ ☐ Comprehensive Project _____ ☐ Other _____
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F. EQUIPMENT, FACILITIES, TEXTS, MATERIALS, AND SUPPLIES

1. Special Equipment/Facilities : (Check the appropriate boxes and describe as needed.)

☐ Lab equipment _____ ☐ Computer Lab _____ ☐ CD ROM's _____ ☒ Data Projector/Screen _____ ☒ VCR _____ ☒ TV Monitor _____	☐ ITV Classroom _____ ☐ Off-Campus Sites _____ ☐ Testing Center _____ ☐ Other _____ ☐ Other _____ ☐ Other _____
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2. Texts: (Please indicate if no text is required.)

Title: Michigan Emergency Telecommunicator Student Outline
Author: MI Law Enforcement Training Directors Copyright Yr: 1989
Publisher: same as above Est. Cost: \$200.00

Title: Emergency Response Guide
Author: U.S. Department of Transportation Copyright Yr: yearly
Publisher: same as above Est. Cost: included/fee

Title: Community First Aid
Author: Red Cross Copyright Yr: yearly
Publisher: same as above Est. Cost: included/fee

Title: _____
Author: _____ Copyright Yr: _____
Publisher: _____ Est. Cost: _____

Additional Texts:

3. Supplies and/or Uniforms students will have to Acquire: (e.g. calculators, uniforms, tools, etc.)

Descriptions	Cost Estimates
<u>N/A</u>	_____
_____	_____
_____	_____

4. Reference Materials that will be used: (e.g. journals, books, manuals, maps, LRC reserves, etc.)

Title/Name	Location
<u>N/A</u>	_____
_____	_____

5. Computer Software that will be used:

Title/Name	Location
<u>N/A</u>	_____
_____	_____
_____	_____

6. Audio/Visual Materials that will be used: (e.g. films, video tapes, slides, audio tapes, CDs, etc.)

Title/Name	Location
<u>N/A</u>	_____
_____	_____
_____	_____