

# 911 COMMUNICATIONS AND OPERATIONS

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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.

Emphasis is placed on the development of concepts and theories of public safety communication systems, basic office software skills, technical writing, business math and statistics, cybersecurity fundamentals, public and interpersonal relations, understand local government finance systems, basics of GIS, personnel management and supervision, project coordination, time management, and organizational skills, grant writing, introduction to computers and networks, mental health awareness, and adaptation to technology within emergency communication organizations.

Employment opportunities exist in a variety of areas, including: local government emergency communication organizations, county sheriff's departments, 911 emergency dispatch organizations, law enforcement, fire and EMS agencies, private communication centers, and emergency management.

## GENERAL EDUCATION

ENG 111 Writing and Inquiry

COM 120 Intro Interpersonal Communication

HUM 115 Critical Thinking

MAT 152 Statistical Methods I

PSY 150 General Psychology OR

SOC 210 Introduction to Sociology

**Total 16**

## MAJOR HOURS

ACA 122 College Transfer Success

BUS 153 Human Resource Management

BUS 217 Employment Law & Regulations

CTI 120 Network & Security Foundation

HSE 225 or CJC 225 Crisis Intervention

CJC 212 Ethics & Community Relations

POL 120 American Government

BUS 225 Business Finance

**Total 22**

## OTHER REQUIRED COURSES

Select two of the following courses:

BUS 137 Principles of Management

SOC 220 Social Problems

SOC 225 Social Diversity

**Total 6**

**Total Hours Taken at Johnston Community College: 44**

## Classes Taken at Richmond Community College:

EME 111 911 Communications & Operations I

EME 112 911 Communications & Operations II

EME 211 Advanced 911 Communications & Operations

GIS 110 Survey of GIS/GPS

GIS 111 Intro to Geographic Information Systems

PAD 151 Intro to Public Administration

PAD 252 Public Policy Analysis

WBL 111 Work-based Learning I

WBL 115 Work-based Learning Seminar I

**Total at RCC 21**

**Total in Program 65**