

## 911 Communications and Operations (A55470)

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.

### COURSE REQUIREMENTS

Richmond Community College provides day and evening course sequences for selected programs to enable students to better plan what courses to take to reach their educational goals. However, given the continued increase in the use of technology in instruction and increasing student demand for distance learning courses, the College may offer hybrid, online, web-based and information highway courses in place of traditional courses in any course sequence that is listed. Therefore, students should be aware of this possibility and prepare themselves to successfully function in a hybrid, online, web-based, or information highway course.

	Class	Lab	Work/ Clinical	Credit
<b>A. General Education Courses</b>				
1. Required Courses				
COM 120 Intro to Interpersonal Communication	3	0	0	3
or				
COM 231 Public Speaking	3	0	0	3
ENG 111 Writing and Inquiry	3	0	0	3
MAT 152 Statistical Methods I	3	2	0	4
Humanities/Fine Arts Elective*				
<i>Take 1 (one) course from the following:</i>				
HUM 115 Critical Thinking	3	0	0	3
HUM 120 Cultural Studies	3	0	0	3
PHI 215 Philosophical Issues	3	0	0	3
PHI 240 Introduction to Ethics	3	0	0	3
REL 110 World Religions	3	0	0	3
Social/Behavioral Sciences Elective**				
<i>Take 1 (one) course from the following:</i>				

PSY	150	General Psychology	3	0	0	3
SOC	210	Introduction to Sociology	3	0	0	3
SOC	213	Sociology of the Family	3	0	0	3
SOC	240	Social Psychology	3	0	0	3

**B. Major Courses**

1. Core Courses

*To receive a degree, diploma or certificate from RCC, a student must have a grade of "C" or better in all core courses for the program of study.*

EME	111	911 Communications & Operations I	2	2	0	3
EME	112	911 Communications & Operations II	2	2	0	3
EME	211	Adv 911 Communications & Operations	2	2	0	3
GIS	110	Survey of GIS/GPS	1	0	0	1
GIS	111	Intro to Geographic Information System	2	2	0	3
PAD	151	Intro to Public Administration	3	0	0	3

2. Other Major Courses

ACA	122	College Transfer Success	0	2	0	1
BUS	153	Human Resource Management	3	0	0	3
BUS	217	Employment Law & Regulations	3	0	0	3
or						
BUS	115	Business Law I	3	0	0	3
CTI	120	Network & Security Foundation	2	2	0	3
HSE	225	Crisis Intervention	3	0	0	3
PAD	152	Ethics in Government	3	0	0	3
or						
CJC	212	Ethics & Community Relations	3	0	0	3
PAD	251	Public Finance & Budgeting	3	0	0	3
PAD	252	Public Policy Analysis	3	0	0	3
POL	120	American Government	3	0	0	3
WBL	111	Work-Based Learning I	0	0	10	1
WBL	115	Work-Based Learning Seminar I	1	0	0	1

3. 911 COM & OP Elective Courses\*\*\*

*Take two (2) courses from the following:*

BUS	137	Principles of Management	3	0	0	3
PMT	110	Intro to Project Management	3	0	0	3
SOC	220	Social Problems	3	0	0	3
SOC	225	Social Diversity	3	0	0	3

**Total Credit Hours**

**65**

\*\*\*Approved 911 COM & OP Electives are listed above.

**SEMESTER SCHEDULE  
911 COMMUNICATIONS AND OPERATIONS (A55470) (ONLINE)**

**Work/  
Class Lab Clinical Credit**

**First Year – Fall Semester**

ACA	122	College Transfer Success	0	2	0	1
ENG	111	Writing and Inquiry	3	0	0	3
EME	111	911 Communications & Operations I	2	2	0	3
GIS	110	Survey of GIS/GPS	1	0	0	1
PAD	151	Intro to Public Administration	3	0	0	3
		Social/Behavioral Sciences Elective**				
			—	—	—	—
			12	4	0	14
<b>First Year – Spring Semester</b>						
EME	112	911 Communications & Operations II	2	2	0	3
GIS	111	Intro to Geographic Info Systems	2	2	0	3
MAT	152	Statistical Methods I	3	2	0	4
PAD	152	Ethics in Government	3	0	0	3
		or				
CJC	212	Ethics & Community Relations	3	0	0	3
		Humanities/Fine Arts Elective*	3	0	0	3
			—	—	—	—
			13	6	0	16
<b>First Year – Summer Semester</b>						
WBL	111	Work-Based Learning I	0	0	10	1
WBL	115	Work-Based Learning Seminar I	1	0	0	1
			—	—	—	—
			1	0	10	2
<b>Second Year – Fall Semester</b>						
BUS	153	Human Resource Management	3	0	0	3
COM	120	Intro to Interpersonal Communication	3	0	0	3
		or				
COM	231	Public Speaking	3	0	0	3
EME	211	Adv 911 Communications & Operations	2	2	0	3
PAD	251	Public Finance & Budgeting	3	0	0	3
POL	120	American Government	3	0	0	3
			—	—	—	—
			14	2	0	15
<b>Second Year – Spring Semester</b>						
BUS	217	Employment Law & Regulations	3	0	0	3
		or				
BUS	115	Business Law I	3	0	0	3
CTI	120	Network & Security Foundation	2	2	0	3
HSE	225	Crisis Intervention	3	0	0	3
PAD	252	Public Policy Analysis	3	0	0	3
		911 COM & OP Elective I***	3	0	0	3
		911 COM & OP Elective II***	3	0	0	3
			—	—	—	—
			17	2	0	18

**Total Credit Hours**

**65**

\*\*\*Approved 911 COM & OP Electives are listed above.

**911 COMMUNICATIONS AND OPERATIONS (DIPLOMA) (D55470) (ONLINE)  
COURSE REQUIREMENTS**

			<b>Work/</b>			
			<b>Class</b>	<b>Lab</b>	<b>Clinical</b>	<b>Credit</b>
<b>Required:</b>						
ACA	122	College Transfer Success	0	2	0	1
COM	120	Intro to Interpersonal Communication	3	0	0	3
		or				
COM	231	Public Speaking	3	0	0	3
ENG	111	Writing and Inquiry	3	0	0	3
EME	111	911 Communications & Operations I	2	2	0	3
EME	112	911 Communications & Operations II	2	2	0	3
EME	211	Adv 911 Communications & Operations	2	2	0	3
GIS	110	Survey of GIS/GPS	1	0	0	1
GIS	111	Intro to Geographic Information System	2	2	0	3
PAD	151	Intro to Public Admin	3	0	0	3
PAD	152	Ethics in Government	3	0	0	3
		or				
CJC	212	Ethics & Community Relations	3	0	0	3
PAD	251	Public Finance & Budgeting	3	0	0	3
PAD	252	Public Policy Analysis	3	0	0	3
POL	120	American Government	3	0	0	3

Humanities/Fine Arts Elective

*Take 1 (one) course from the following:*

HUM	115	Critical Thinking	3	0	0	3
HUM	120	Cultural Studies	3	0	0	3
PHI	215	Philosophical Issues	3	0	0	3
PHI	240	Introduction to Ethics	3	0	0	3
REL	110	World Religions	3	0	0	3

**Total Credit Hours**

**38**

**911 COMMUNICATIONS AND OPERATIONS (CERTIFICATE) (C55470) (ONLINE)  
COURSE REQUIREMENTS**

			<b>Work/</b>			
			<b>Class</b>	<b>Lab</b>	<b>Clinical</b>	<b>Credit</b>
EME	111	911 Communications & Operations I	2	2	0	3
EME	112	911 Communications & Operations II	2	2	0	3
EME	211	Adv 911 Communications & Operations	2	2	0	3
GIS	110	Survey of GIS/GPS	1	0	0	1

GIS	111	Intro to Geographic Info Systems	2	2	0	3
<b>Total Credit Hours</b>					<b>13</b>	

*A criminal background check may be required as a condition of employment in the 911 Emergency Communication field.*

*The courses listed on this program guide are the courses currently offered online through Richmond Community College. Please speak to your advisor if you have taken courses at another college or university.*

*The following courses are part of the North Carolina Articulation Agreement: ACA 122, BUS 137, COM 120, ENG 111, GIS 111, HUM 115, MAT 152, POL 120, PSY 150, SOC 210, SOC 220, and SOC 225. The North Carolina Comprehensive Articulation Agreement is a statewide agreement governing transfer credits from North Carolina community colleges to North Carolina public universities and participating private universities. RichmondCC cannot guarantee the transfer of courses to out-of-state universities.*