

Emergency  
TeleCommunicator  
9-1-1

Application Packet  
ETC Certificate Program  
Portland Community College

Please read all the information in this packet and complete the 3 phases of the application. Department permission is required prior to registering for ETC classes.

9-1-1 Police Fire EMS  
Your Emergency Services Professionals

Join the Team

# PORTLAND COMMUNITY COLLEGE

## EMERGENCY TELECOMMUNICATOR/911 DISPATCHER

Submit all application materials to:

Portland Community College  
Cascade Campus  
Emergency TeleCommunicator Program (9-1-1)  
Public Services Education Building  
705 N. Killingsworth  
Portland, Oregon 97217  
Phone: (503) 978-5424

### PHASE I

1. All candidates must submit a completed application packet containing the following:

The program application (last page of packet).  
Typewritten responses to the Supplemental Information Questionnaire  
A copy of college placement test scores for Reading and Written English  
Criminal Background Check (Fingerprint card based)

2. Candidates wishing to enroll in the program, who have submitted complete application packets, prior to the beginning of their chosen term, will be notified by the department and must complete the PCC admissions form before they can receive department permission to register for ETC classes. Selection will be based, in part, upon available space in the class.

**IMPORTANT NOTE: ACCEPTANCE INTO THE PROGRAM DOES NOT GUARANTEE A PLACE. ACCEPTED STUDENTS WILL BE NOTIFIED BY MAIL ABOUT REGISTRATION DATES. IF YOU HAVE NOT BEEN NOTIFIED WITHIN 30 DAYS OF SUBMITTING YOUR APPLICATION, PLEASE CALL (503) 978-5424 or 978-5530.**

Candidates must participate in all phases of the selection process, regardless of prior experience or education. Candidates who have taken the ASSET or COMPASS placement tests previously at PCC or at another institution, may use those scores.

To schedule testing, call the PCC Testing Center at any PCC campus. The testing centers are:

Cascade Campus	(503) 978-5234	Sylvania Campus	(503) 977-4533
Rock Creek Campus	(503) 614-7414	Southeast Center	(503) 788-6277

All candidates must place into WR 121 or take WR 115 or higher. Candidates are expected to type a minimum of 25 WPM or the equivalent. For keyboarding speed of less than 25 WPM a skill building keyboarding class is recommended. Candidates must submit a 3 – 5 minute typing test, documenting at least 25 wpm. The test does not need to be certified, an online typing test is acceptable.

## PHASE II

Advising meeting: A meeting will be scheduled with a program advisor to plan the curriculum and to schedule classes. The student and advisor will identify prior classes which may apply to the program requirements and will plan a schedule for completion of the program within a timeframe determined by the student. The minimum number of terms (11-12 week quarters) to complete 9-1-1 courses for a certificate is three terms or nine months. Many students spread their course work over a longer timeframe. One to three additional terms may be required if taking evening courses. Substitute course work can be used in some cases to complete requirements, acceptable substitute courses will be determined by the program advisor. Students are expected to observe emergency services personnel on the job, there will be class assignments designed to facilitate these activities, which enhance the student's understanding of an emergency services career.

## PHASE III

Upon conditional acceptance into the program, students will be required to successfully complete a Criminal History Background check. Students must complete a release letter and a security clearance release form and submit them with **2** recent fingerprint cards to the Oregon State Police. Fingerprint cards must contain the words "**CJIS SECURITY**" in the box marked reason fingerprinted. Fingerprints may be taken by a passport/visa service, some police agencies (they do charge for the service) or through the 9-1-1 program (no fee). Arrangements to have fingerprints taken at PCC can be done during the advising appointment, or you may contact the program advisor to schedule fingerprinting prior to the advising appointment.

Responses to the Criminal History Background forms will be sent to your home address. It will be the responsibility of the student to turn in the original background report, unopened, to the program office. The original fingerprint card and response letter from the Oregon State Police, as well as any record, will be returned to you. A copy of the response letter will be placed in your student file for the 9-1-1 department only, no background information will be released to any other college department, including student records. Participation in some class assignments maybe restricted until the background check is completed. Certain background information may disqualify you from employment in the emergency services field, and may limit or restrict your ability to perform required assignments.

To help you decide whether or not you could be successful in passing a Criminal History Background check, here are some circumstances that are likely to disqualify you in the field:

Any conviction for a felony or serious misdemeanor or a pattern of unlawful behavior as an adult.

A history of regular or continuous association with persons or groups, whom the student knows, are currently the subject of a felony investigation, are under criminal indictment, or have been convicted of a felony.

Emergency Dispatch Centers generally review an applicant's background regarding substance abuse, driving records, and acceptable employment history. Even though this check may not fully investigate these things, any student with concerns in these areas should contact the program advisor to evaluate the potential impact upon future employment.

The cost of the Criminal History Background check is \$33.00. You may return the unopened response to the 9-1-1 program, either by mail or in person.

**EMERGENCY TELCOMMUNICATOR PROGRAM REQUIRED CLASSES  
FOR ONE-YEAR CERTIFICATE:**

- **Some CJA, EMT or FP courses may substitute for ETC courses, please contact program advisor to discuss substitute coursework.**

EM 101	Intro to Emergency Services	4
CJA 101	Cultural Diversity in Public Safety Professions	3
EMT 120	EMS: 1 <sup>st</sup> Responder	3
EM 103	Intro to Radio Communications	3
ETC 103	Intro to Emergency Telecommunications	4
ETC 104	Emergency Telecommunications: Call-Taking	4
ETC 105	Crisis Intervention & CISM	3
ETC 106	Intro to Criminal Law	3
ETC 108	Transcription for Telecommunicators	2
ETC 110	Communication Center Operations-Basic Skills	3
ETC 111	Communication Center Operations-Intermediate Skills	3
ETC 112	Communication Center Operations – Advanced Skills	3
ETC 115	Emergency Telecommunicator-Capstone	3
ETC 202	Emergency Medical Dispatch – Overview	2
CAS 122	Keyboarding for Speed & Accuracy	3
	Or	
CAS 133	Basic Computer Skills	4
ETC Elective		1
		<hr/>
		47 Credit Total
<b>ETC Electives:</b> (not required)		
ETC 201	Law Enforcement Data System	1
ETC 203A	Tactical Dispatching for High Risk Incidents	1
ETC 280	ETC: Co-operative Ed	1 – 6

Elective courses are not required classes, but suggested, if a student wishes to take additional course work. These are areas in which employers have indicated an importance for candidates to demonstrate knowledge or skill. Recommended classes are not included in the forty-six (46) credit hour requirement, but in some cases may replace a required class, with pre-approval from the program advisor.

Completion of ETC 103, 104, 110 & 111 will qualify students to sit for the NAED Emergency Telecommunicator Basic certificate test. There is a \$15.00 fee for the test.

A separate handout is available listing current tuition, fees and cost of textbooks.

The ETC program is a financial aid eligible program (46 credits)  
Applicants interested in financial aid opportunities should contact the PCC Financial Aid Office at (503) 978-5278.

Thank you for your interest in our program. If you have any questions, please call our office at:  
**(503) 978-5530**

### First Term

EM 101	Intro to Emergency Services	4 cr
ETC 103	Intro to Emergency Telecom	4 cr
ETC 106	Intro to Criminal Law	3 cr
ETC 108	Transcription for TeleCom	2 cr
ETC 110	Com Center Ops – Basic	3 cr
Or		
ETC 110	Com Center Ops – Basic/	
ETC 111	Com Center Ops – Intermediate	<u>3 cr</u>
		16 cr

### Second Term

CJA 101	Cultural Diversity in Public-Safety	3 cr
EM 103	Intro to Radio Communications	3 cr
ETC 104	Emergency Telcom: Call-taking	4 cr
ETC 111	Com Center Ops – Intermediate	3 cr
ETC 112	Com Center Ops – Advanced	
	or	
ETC 111	Com Center Ops – Intermediate	3 cr
ETC 201	LEDS Training (Elective)	<u>1 cr</u>
		14 cr

### Third Term

EMT 120	First Responder	3 cr
ETC 202	Emergency Medical Dispatch	2 cr
ETC 105	Crisis Intervention & CISM	3 cr
ETC 111/112	Com Cen Ops – Interm & Adv	3 cr
ETC 115	ETC – Capstone	<u>3 cr</u>
		14 cr

Plus must take CAS 122 or CAS 133

Keyboarding or Computers into Winter or Spring 3 cr

Must take a minimum of 1 credit in electives, includes  
ETC 280A CWE

Portland Community College  
Effective Summer 2010

The following information is for the academic year beginning in June 2010. The costs listed are only an estimate, but should be very close to actual cost. In order to calculate the cost of classes, multiply the number of credit hours you will be taking by the tuition rate and fees; add the cost of textbooks (varies with each course), the book store at Cascade is a good place to check on textbook prices; add the cost of supplies. This should give you the total for each course.

Tuition is \$76.00 per credit hour (a three credit course would be \$222.00 tuition). Fees average \$6.20 per credit hour (Technology Fee - \$4.50, Student Activity Fee - \$1.70). If you use a figure of \$82.00 per credit hour, you should cover tuition and most fees and be very close to the correct amount.

Textbooks for the 9-1-1 program average about \$200.00 per term or \$400-\$600.00 for the entire program. \$200.00 should cover all supplies, such as, notebooks, paper, pens, computer disks or cd's for the entire program.

If you take a three credit course your tuition and fees would be \$250, books range from \$20 - \$95 per textbook (many of our classes do not require textbooks) and supplies would probably be about \$50-100.

Generally, the total cost of the 47 credit program is about \$4628.00. There are various methods of payment. The ETC Program is 47 credits and Financial Aid eligible. Programs totaling less than 45 credits do not fall under the Financial Aid guidelines, however a General Studies degree does and can include the 9-1-1 curriculum.

### Emergency TeleCommunicator 911 Certificate:

Items	Cost (47 Cr)	Your Cost
Tuition \$76 per credit *	\$3572.00	\$
Admission Fee \$19 per term	57.00	
Additional Fees **	319.00	
Books and Materials	600.00	
Tools and Equipment	50.00	
Specialized Clothing or Uniform	30.00	
Technology Fee, Student Activity Fee Criminal Background Check Fee **	\$1.70 per cr \$4.50 per cr \$33.00 to OSP	
<b>TOTAL COST FOR PROGRAM</b>	\$ 4628.00	\$
Parking permits per term \$38-40	\$114-120	

\* Effective June 2010      \*\* Payable to the Oregon State Police

**PORTLAND COMMUNITY COLLEGE  
EMERGENCY TELECOMMUNICATOR TRAINING 9-1-1**

**CRIMINAL BACKGROUND CHECK  
REQUEST FORM**

Applicants should mail this form, when completed, with their fingerprint card and a check or money order in the amount of **\$33.00**, made payable to Oregon State Police.

Mail To: Oregon State Police  
Identification Services Section  
Unit 11  
P.O. Box 4395  
Portland, Oregon 97208-4395

From: \_\_\_\_\_  
(Type or Print – Full Name)  
  
\_\_\_\_\_  
(Address)  
  
\_\_\_\_\_  
(City) (State) (Zip)

Please send a copy of my criminal history record to the above address. The information returned by your agency will be provided to the PCC 9-1-1 Program to be used by criminal justice and emergency services agencies as a screening device for program activities.

\_\_\_\_\_  
(Signature of Person Requesting Record)

\_\_\_\_\_  
(Date)

Enclosures: Fingerprint Card(s)  
Check or Money Order



**Emergency Telecommunicator/ 9-1-1 Dispatcher  
Application for Admission  
(Please Print or Type All Information)**

Name \_\_\_\_\_  
(Last) (First) (Middle)

Address \_\_\_\_\_  
(Number, Street, Apt. or Space #)  
\_\_\_\_\_  
(City, State, Zip Code)

Telephone Number(s) \_\_\_\_\_  
(Day) (Evening)

Identification Information:

Student ID Number: **G** \_\_\_\_\_  
(If no G # indicate Social Security Number)

Email Address: \_\_\_\_\_

Driver's License Number \_\_\_\_\_ State \_\_\_\_\_ Date of Birth \_\_\_\_\_

**To Be Filled Out by ETC Department**

\*\*\*\*\*

- Keyboarding Skill WPM \_\_\_\_\_ Typing Certificate \_\_\_\_\_  
(25 WPM or equivalent)
- ASSET or COMPASS Test Scores \_\_\_\_\_  
(WR115 or above)
- Finger Print Cards (no charge by PCC, call for an appointment) \_\_\_\_\_
- Criminal Background Check (copy of letter from Oregon State Police)
- Advising Appointment (completion of Admissions form & term schedule)

.....  
Indicate Term for which applying: \_\_\_\_\_ Fall \_\_\_\_\_ Winter  
\_\_\_\_\_ Spring

**Admission to the Emergency Telecommunicator certificate program requires applicants to meet specific criteria as outlined in the application packet. If any information in the application is found, at any date, to be inaccurate, it may be grounds for dismissal from the program.**

**I certify that the information contained in this application is true and correct.**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Return to: Portland Community College – Cascade Campus  
ETC /9-1-1 Dispatcher Program PSEB 129  
705 N. Killingsworth  
Portland, Oregon 97217**