We thank you for your hard work, dedication, and commitment to your profession and students. The Program Review document and discussion was thorough and thoughtful. This response contains 4 sections: 1) Commendations, 2) Suggestions/observations, 3) Response to recommendations/areas of SAC needs and 4) Closing comments.

1. **Commendations**

*The Program Review Document was thorough, thoughtful, and well organized.*

*The Program Review discussion provided significant insight into the EMS profession, including instructional challenges, the use of simulation in teaching and assessment, field experience, and professional communication.*

*The Program Review discussion provided useful history of the instructional program at PCC and at the state level.*

*Recommendations based on assessment results have been incorporated into course rubrics and instruction.*

*Ongoing class and lab curriculum revision, based on assessment results, is apparent. The focus on assessing and increasing inter-rater reliability during formative and summative evaluation (prompted by the abundant use of casual lab assistants) is especially notable.*

*Increased focus on teaching and assessing professional communication skills is timely and valuable. Teaching and evaluation of affective domain performance has been assessed through simulation and use of audio/video playback during scenario debriefing. Feedback from employers and, more importantly, hiring of our graduates due to their “soft skill” aptitude has been gratifying and validates these efforts.*

*Changes in curriculum align with changes in the profession, feedback from statewide EMS committees, and national curricular redesign.*

*Program outcomes are aligned with PCC’s Core Outcomes.*

*The ongoing professional field experience of the EMS Program’s faculty and staff provides useful grounding in the ongoing demands of the profession.*

*The use of simulation in teaching and the norming of simulation in assessment is exemplary.*
2. **Suggestions and Observations**

The program is responsive to community needs and collaborative with other state programs and agencies in creating opportunities adapted to the needs of urban, rural, and remote areas both within PCC’s service area and across the district. However, as noted in the Program Review, the diversity of the students enrolled in the EMS program is significantly less than both Cascade Campus and PCC as a whole. In addition, during the Program Review presentation, in response to a question about how EMS students are trained to serve non-English speaking patients and/or patients from other cultural backgrounds, the panel’s answer demonstrated an overall lack of cultural competence and an urgent need of increased sensitivity. Referring to the appropriate language competency as “Caucasian English” is not in conformance with PCC’s mission to develop a diverse workforce serving a diverse population. The EMS program, like many PCC programs, has significant work to do and improvements to make in its cultural competency. Diversity training and improved cultural competence should be a focus of professional development going forward.

3. **Recommendations**

SAC recommendations include creating two new certificates and encouraging students to apply for and complete more one-year certificates than they currently do. The program faculty and staff can carry out this recommendation by increasing awareness in the classroom about the existence and value of these one year certificates. The new certificates will be the EMS Career Pathway Certificate and the Advanced EMT Certificate. *The DOIs concur that raising awareness of their value and encouraging students to complete and apply for these certificates is valuable and important.*

**Recommendations requiring funding/administrative support**

Administration has already supported plans for the two new certificates.

Classrooms are equipped with smart lecterns, however AV support in use of publisher-provided media to complement power point presentations would augment the teaching/learning environment. The DOIs support the EMS program in working with their division dean to enhance AV and TSS support for the EMS learning environment.
4. Closing Comments

It is apparent that the EMS SAC is taking seriously and working hard at updating and strengthening its curriculum, especially regarding the use of simulation in teaching and assessment. However, as noted above, the program needs to make significant improvements in the diversity of its students and the overall cultural competence of its faculty and staff.

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