



**North Carolina 911 Board**  
***Education Committee Meeting Agenda***  
**Via Simultaneous Communication**  
**Microsoft Teams Meeting**  
**Thursday, December 16, 2021**  
**10:00 AM to 11:00 AM**

| <u>Tab</u> | <u>Topic</u>  | <u>Presenter</u>                   |
|------------|---|------------------------------------|
| 1.         | Chair Opening Remarks   | Chuck Greene                       |
| 2.         | Welcome   | Pokey Harris                       |
| 3.         | Roll Call   | Angie Turbeville                   |
| 4.         | Approval of September Minutes – <i>Roll Call Vote</i>   | Angie Turbeville                   |
| 5.         | Recruitment Campaign - Public Service Announcement <ul style="list-style-type: none"><li>• Review Draft Presentation to include analytics on the campaign and website</li></ul> | Chuck Greene &<br>Angie Turbeville |
| 6.         | Community College Partnership   | Donna Wright &<br>Angie Turbeville |
|            | Adjourn   | Chuck Greene                       |

**Next Meeting – Thursday, January 20, 2022**



**North Carolina 911 Board**  
**Education Committee Meeting**  
**Draft- Minutes**

**Thursday, September 23, 2021 - 10:00am to 12:00pm**  
**Virtual – Meeting was conducted using simultaneous communication.**

Meeting Attendees:

| Committee Members | Phone | Not in Attendance | Guests                 | Phone | In Person |
|-------------------|-------|-------------------|------------------------|-------|-----------|
| Jeryl Anderson    | X     |                   | Doug Workman (Cary PD) |       |           |
| Tommy Cole        | X     |                   |                        |       |           |
| Chuck Greene      | X     |                   |                        |       |           |
| Grayson Gusa      | X     |                   |                        |       |           |
| J.D. Hartman      | X     |                   |                        |       |           |
| Heather Joyner    | X     |                   |                        |       |           |
| Hope Downs        | X     |                   |                        |       |           |
| Brian Short       | X     |                   |                        |       |           |
| Jimmy Stewart     | X     |                   |                        |       |           |
| Donna Wright      | X     |                   |                        |       |           |
| Staff             | Phone | Not in Attendance |                        |       |           |
| Richard Bradford  | X     |                   |                        |       |           |
| Stephanie Conner  | X     |                   |                        |       |           |
| Kristen Falco     | X     |                   |                        |       |           |
| Tina Gardner      | X     |                   |                        |       |           |
| Pokey Harris      | X     |                   |                        |       |           |
| Gerry Means       | X     |                   |                        |       |           |
| Stanley Meeks     | X     |                   |                        |       |           |
| David Newberry    | X     |                   |                        |       |           |
| Marsha Tapler     | X     |                   |                        |       |           |
| Sarah Templeton   | X     |                   |                        |       |           |
| Angie Turbeville  | X     |                   |                        |       |           |

Agenda

1. **Chair Opening Remarks** – Mr. Greene kicked off the meeting by welcoming the committee and guests. Chief Tommy Cole was introduced as the newest committee member; he expressed he was looking forward to serving on the committee.
2. **Executive Director Opening Remarks** – Ms. Harris welcomed committee members and guests.
3. **Roll Call** – Mr. Greene asked Ms. Turbeville to conduct the roll call.

4. **Approval of July Minutes** – Ms. Wright made the motion to approve the minutes and Ms. Anderson made a motion to second the minutes. All attending committee members voted, and the motion carried unanimously. *The roster of roll call votes for action items for this meeting included below as part of these minutes.*
5. **Legislative Review** – Mr. Bradford gave a brief report and noted the only Bill pending that specifically relates to the Board, is HB404. He reminded the Board this Bill was referred to conference committee. The Bill came out of committee with some new language with substantive changes affecting providers and has been referred to committee. The Budget Bill is going through the negotiation process. At this point, it includes a great deal of change and opportunities that relate to Broadband. These do not directly impact the Board however these changes will influence local government and will have a positive impact overall in terms of the ESInet and communications which do concern the Board. There are also several new federal government opportunities that will positively impact local government. Mr. Bradford encourages monitoring these negotiations and opportunities. The FCC Strikeforce final report was presented to Congress on Thursday, September 23, and it has been published on the FCC’s website. This will be sent out to the Board next week and Ms. Harris and Mr. Bradford are planning an in-depth discussion with staff to present these changes. Mr. Bradford will also provide a more direct report about the content and expectations going forward regarding the new FCC Rules and Strikeforce during the October Board meeting.
6. **Technology Update** – Mr. Means reported 104 PSAPs have migrated to the ESInet. We have an aggressive schedule for the remainder of the month. Next week five more ESInet migrations with Brunswick, Pamlico, Watauga, Beech Mountain and Boone all scheduled to migrate. There have been two migrations scheduled for the month of October, six in the month of November and six in December including Charlotte Metro. Mr. Means projects by December 15, 123 migrations will be complete. This will leave four migrations for calendar year 2022, which are primarily bricks and mortar projects. Mr. Means added we now have 79 at i3 and 25 RFAIs, which is a project. Mr. Means is pleased to report 82% of North Carolina’s population is covered with the NextGen platform. Other projects Mr. Means is working on include data analytics and he is completing the documentation so an award can be made and the PSAPs will have access to better tools that will perform what if analysis in graphics form, so they can take advantage of all of the newest techniques in terms of service management. Ms. Wright asked if the new data analytics tool could capture the entire call process through dispatch. Ms. Harris would also like to see predictive data analysis tool. Ms. Harris noted Jack Robertson with Intrado will be speaking at the upcoming Board meeting regarding the issues with ECaTS.
7. **PSA Recruitment** – Mr. Greene provided an update on the PSA project, asking Ms. Turbeville for the end date of the campaign. The campaign ends November 1. Ms. Turbeville reviewed the analytics report from DIT Comms regarding the website activity. The report was from the start date of the campaign until September 21. Mr. Gusa commented the PSA was shared on the APCO Facebook page and it had been viewed 600 times. Mr. Greene asked if there was any preliminary data from the PSAPs. Ms. Turbeville shared Granville County has seen an increase in applications. Ms. Joyner advised Franklin County had seen an uptick in applications; she will be tracking and will share more information once the campaign is complete. Ms. Anderson shared she will be happy to share once their recruitment campaign has closed. Ms. Turbeville displayed Spectrum Reach’s dashboard on the PSA campaign; the dashboard provided the number of airings and dates/times the PSA had aired and what networks. Mr. Greene shared that any PSAP wanting to use the PSA in the local area, they could certainly do such. Ms. Harris also stated the PSA could be used at the local level on websites and social media. Ms. Joyner asked if the PSA could be used after the campaign ended; Ms. Turbeville confirmed the PSA can be used indefinitely.

*Chief Cole left the meeting at 10:30am.*

8. **Community College Partnership** – Ms. Turbeville shared one of the committee goals is to create partnerships with the Community College System. Most recently Ms. Turbeville re-engaged those conversations with the NC

Community College System and Richmond Community College specifically regarding the Public Safety Administration Associates Degree. This program is being offered at 19 community colleges across the state currently. The hope is to collaborate with Richmond Community College to use the PSAP Manager Executive Program college credits toward the 2-year degree program. A brief review of the Public Safety Administration Associates Degree Program was provided. Ms. Turbeville also noted the NC Community College would like to partner with Board to identify telecommunicator training such as 40-hour basic telecommunicator that would also count toward college credits. Ms. Turbeville commented Methodist University reached out wanting to partner with the Board to further the education of telecommunicators across the state.

9. Committee Goals and Meeting Dates – Mr. Greene provided a review of the suggested committee goals for the upcoming year. Ms. Wright made a motion to accept the goals and Ms. Anderson seconded the motion. All attending committee members voted, and the motion carried unanimously. *The roster of roll call votes for action items for this meeting included below as part of these minutes.*

Mr. Greene adjourned the meeting 11:07 AM

**Next Committee Meeting: 10:00 AM Wednesday, October 13**

**Roll Call Votes for July Minutes:**

| Committee Members | Yes | No |
|-------------------|-----|----|
| Jeryl Anderson    | X   |    |
| Tommy Cole        | X   |    |
| Chuck Greene      | X   |    |
| Grayson Gusa      | X   |    |
| J.D. Hartman      | X   |    |
| Heather Joyner    | X   |    |
| Hope Downs        | X   |    |
| Brian Short       | X   |    |
| Jimmy Stewart     | X   |    |
| Donna Wright      | X   |    |

**Roll Call Votes for Committee Goals**

| Committee Members | Yes | No |
|-------------------|-----|----|
| Jeryl Anderson    | X   |    |
| Chuck Greene      | X   |    |
| Grayson Gusa      | X   |    |
| J.D. Hartman      | X   |    |
| Heather Joyner    | X   |    |
| Hope Downs        | X   |    |
| Brian Short       | X   |    |
| Jimmy Stewart     | X   |    |
| Donna Wright      | X   |    |

# DRAFT - Recruitment Public Safety Announcement Campaign

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PILOT PROGRAM IMPACTS

# Campaign Overview

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- NC 911 Board partnered with Spectrum Reach to produce a Recruitment Public Service Announcement (PSA)
- Recruitment webpage was developed by NC DIT Communications to point interested applicants to the PSAP in their desired locality.
  - All PSAPs primary and secondary were listed on the website.
  - PSA shown on website
- Spectrum Reach produced the video at no cost due to video footage shot locally at Johnston County 911 and the City of Durham's 911 Center
- Total project budget \$15,000 solely for campaign airings

# Spectrum Reach Campaign

September 6, 2021 – November 7, 2021

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## CAMPAIGN METRICS

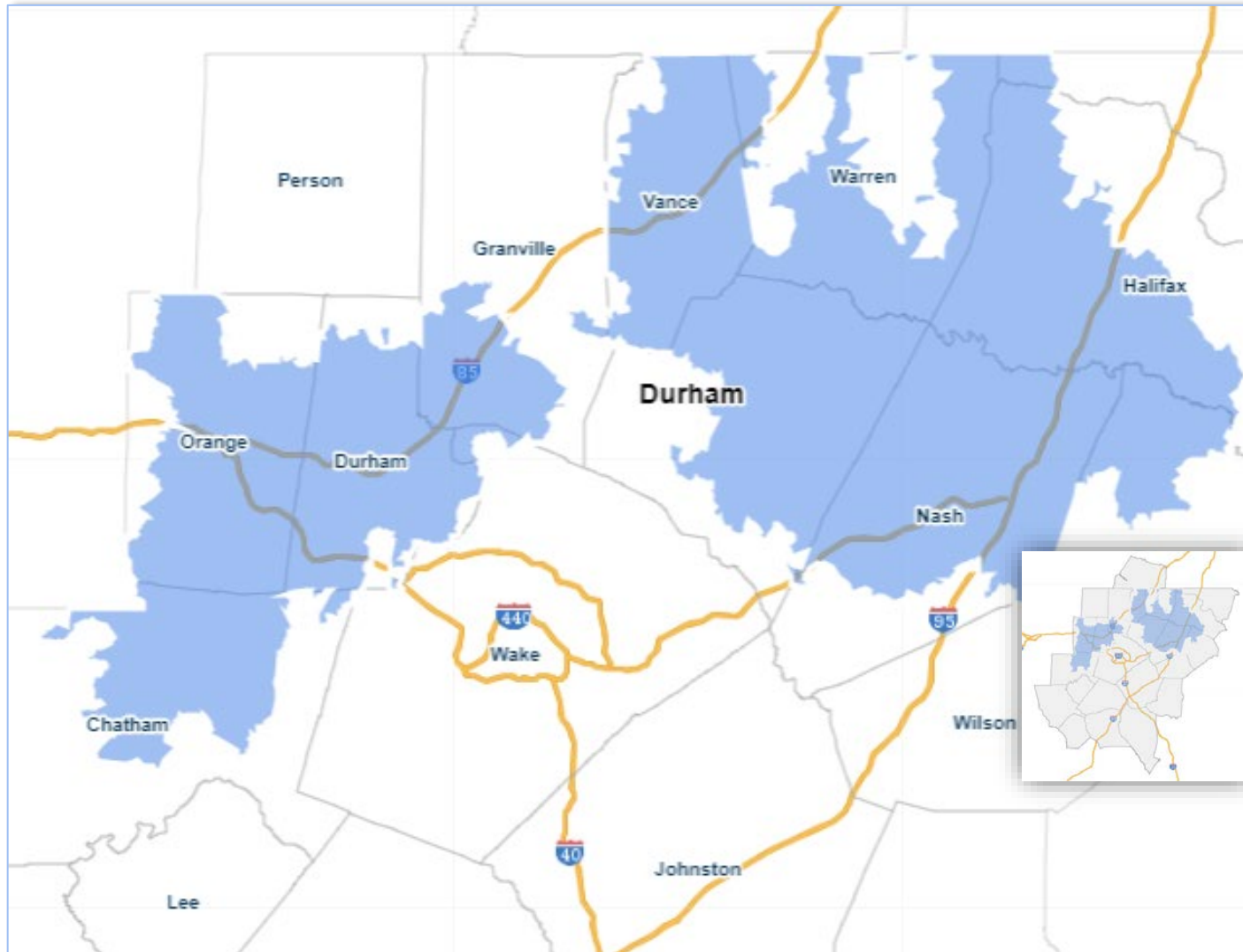
- 6,837 (paid) airings
- 49 Networks
- 2 Zones
  - DUR – Durham Plus, NC
  - Durham Plus U-verse, NC

## TOP NETWORKS

- Spectrum News – 559 commercials
- Lifetime Movie Network (LMN)– 548
- BET – 525
- MTV – 411
- OWN - 367

*Information courtesy of Spectrum Reach*

# Durham (RLDU) Zone - 0664



| Demographics        |          |
|---------------------|----------|
| Current UE          | 116,827  |
| Median Age          | 38       |
| % Female            | 52%      |
| Median HH Income    | \$62,092 |
| Bachelor's Degree + | 41%      |
| Owner-occupied      | 54%      |
| Caucasian           | 59%      |
| African American    | 33%      |

| Zone Cities and Zips |              |       |              |
|----------------------|--------------|-------|--------------|
| 27231                | Cedar Grove  | 27703 | Durham       |
| 27243                | Efland       | 27704 | Durham       |
| 27278                | Hillsborough | 27882 | Spring Hope  |
| 27312                | Pittsboro    | 27537 | Henderson    |
| 27503                | Bahama       | 27809 | Battleboro   |
| 27508                | Bunn         | 27508 | Bunn         |
| 27509                | Butner       | 27553 | Manson       |
| 27510                | Carrboro     | 27803 | Rocky Mount  |
| 27514                | Chapel Hill  | 27850 | Littleton    |
| 27516                | Chapel Hill  | 27278 | Hillsborough |
| 27517                | Chapel Hill  | 27701 | Durham       |
| 27522                | Creedmoor    | 27599 | Chapel Hill  |
| 27536                | Henderson    | 27503 | Bahama       |
| 27537                | Henderson    | 27856 | Nashville    |
| 27544                | Kittrell     | 27707 | Durham       |
| 27549                | Louisburg    | 27713 | Durham       |
| 27553                | Manson       | 27514 | Chapel Hill  |
| 27581                | Stem         | 27712 | Durham       |
| 27589                | Warrenton    | 27589 | Warrenton    |
| 27599                | Chapel Hill  | 27243 | Efland       |
| 27701                | Durham       |       |              |

| Networks  |
|---|
| A&E, AHC, AMC, ANP, BBCA, BET, BRVO, BTN, BLOOM, COOK, CMDY, CMT, CNBC, CNN, CNNE, DISC, DIY, DXD, EI, ENN, ESPNC, ESPNU, ESPN2, ESPN, ESPND, FOXB, FOOD, FOXD, FREE, FS1, FS2, FSSO, FX, FXNC, FXX, FYI, GALA, GOLF, GAME, HALL, HGTV, HIST, HISTE, HLN, ID, LIFE, LMN, LRW, MSNBC, MTV, MTV2, NBCS, NFL, NATG, NICK, OUTD, OWN, OXYG, PARA, SCI, SEC, SYFY, TBS, TLC, TNT, TOON, TR3S, TRAV, Tru, TVL, TWC, USA, VH1, VICE, WE, Spectrum News |

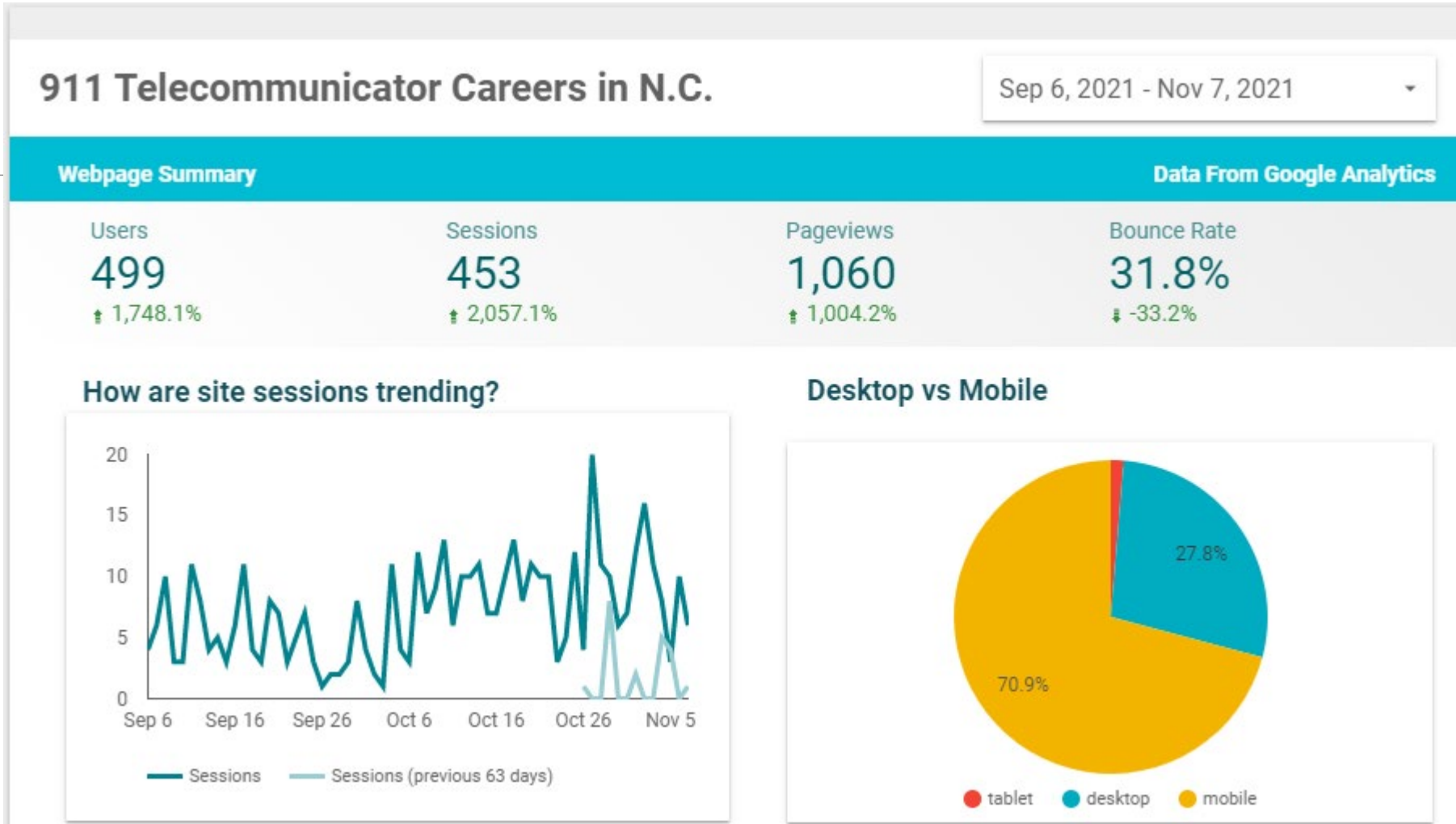


# Campaign Airings

- Paid airings – 6,387 commercials
- Bonus (additional) airings to what is reported and billed – 1,900 commercials
- Total airings – 8,737 commercials



# Webpage Analytics: Site Summary



# Webpage Analytics: Engagement

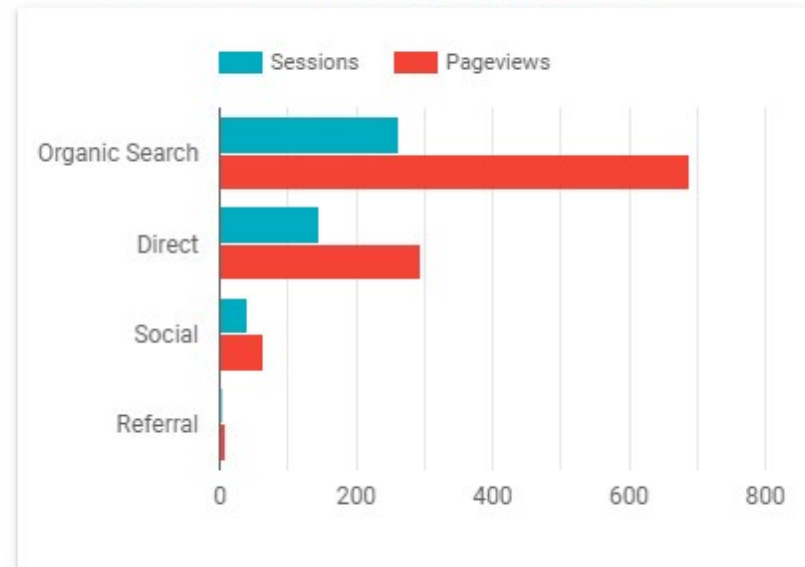
## 911 Telecommunicator Careers in N.C.

Sep 6, 2021 - Nov 7, 2021

### Webpage Summary

Data From Google Analytics

#### Which channels are driving engagement?



#### Top Referral Sites

| Rank | Full Referrer                | Users |
|------|------------------------------|-------|
| 2.   | (direct)                     | 182   |
| 3.   | m.facebook.com/              | 26    |
| 4.   | bing                         | 20    |
| 5.   | youtube.com/                 | 9     |
| 6.   | yahoo                        | 6     |
| 7.   | m.youtube.com/               | 3     |
| 8.   | url-opener.com/              | 1     |
| 9.   | linkedin.com/                | 1     |
| 10.  | grahamcounty.org/emergenc... | 1     |

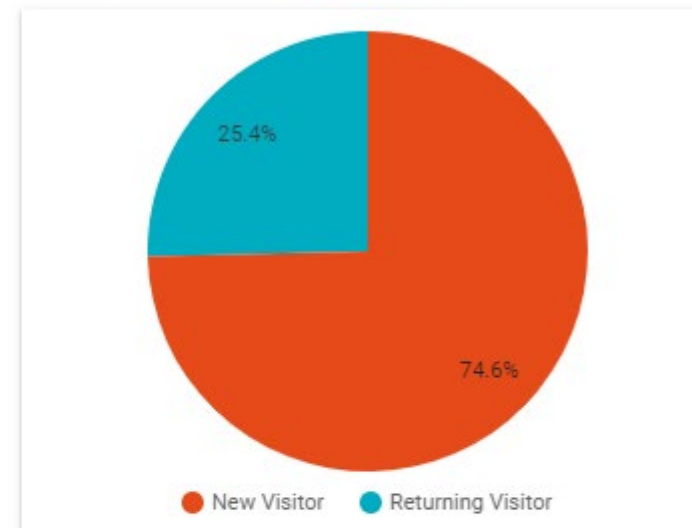
# Website Analytics: Top 20 Cities out of the 453 Sessions

## Top Cities by Sessions

|      | City         | Sessions ▾ | Avg. Session ... |
|------|--------------|------------|------------------|
| 1.   | Durham       | 86         | 02:59            |
| 2.   | Charlotte    | 45         | 02:42            |
| 3.   | Raleigh      | 18         | 01:51            |
| 4.   | (not set)    | 15         | 02:49            |
| 5.   | Washington   | 12         | 03:19            |
| 6.   | Henderson    | 10         | 07:28            |
| 7.   | Carrboro     | 10         | 04:23            |
| 8.   | Cary         | 9          | 08:53            |
| 9.   | Prineville   | 8          | 12               |
| 1... | Ashburn      | 8          | 51               |
| 1... | Nashville    | 8          | 06:12            |
| 1... | Chapel Hill  | 7          | 01:27            |
| 1... | Lulea        | 7          | 00               |
| 1... | New York     | 7          | 41               |
| 1... | Boston       | 6          | 50               |
| 1... | Oxford       | 6          | 06:27            |
| 1... | Myrtle Beach | 5          | 04:36            |
| 1... | Asheville    | 5          | 43               |
| 1... | Franklin     | 5          | 09:32            |
| 2... | Chicago      | 4          | 04:23            |

Sep 6, 2021 ▾

## New Visitor vs Returning



# Webpage Analytics: Top 10 Clicks after accessing the Recruitment Webpage

Sep 6, 2021

## Top Clicks

|     | URL   | Total ... |
|-----|---|-----------|
| 1.  | <a href="https://durhamnc.gov/3774/City-Jobs-Careers">https://durhamnc.gov/3774/City-Jobs-Careers</a>   | 200       |
| 2.  | <a href="https://raleighnc.gov/safety/content/EmerCommunications/Articles/EmploymentwiththeEmer.html">https://raleighnc.gov/safety/content/EmerCommunications/Articles/EmploymentwiththeEmer.html</a> | 130       |
| 3.  | <a href="https://www.governmentjobs.com/careers/alamancenc/">https://www.governmentjobs.com/careers/alamancenc/</a>   | 56        |
| 4.  | <a href="https://nc-vancecounty.civicplushrms.com/CareerPortal/">https://nc-vancecounty.civicplushrms.com/CareerPortal/</a>   | 44        |
| 5.  | <a href="https://www.cumberlandcountync.gov/emergencyservices">https://www.cumberlandcountync.gov/emergencyservices</a>   | 43        |
| 6.  | <a href="https://www.chathamcountync.gov/services/human-resources/employment-opportunities">https://www.chathamcountync.gov/services/human-resources/employment-opportunities</a>                     | 33        |
| 7.  | <a href="https://www.alleghanycounty-nc.gov/sheriff.php">https://www.alleghanycounty-nc.gov/sheriff.php</a>   | 30        |
| 8.  | <a href="https://www.paycomonline.net/v4/ats/web.php/jobs?clientkey=013CE36B137370DD72FA97783135CF74">https://www.paycomonline.net/v4/ats/web.php/jobs?clientkey=013CE36B137370DD72FA97783135CF74</a> | 30        |
| 9.  | <a href="https://www.caldwellcountync.org/hr/current-job-postings">https://www.caldwellcountync.org/hr/current-job-postings</a>   | 29        |
| 10. | <a href="https://www.townofcary.org/services-publications/police/recruitment">https://www.townofcary.org/services-publications/police/recruitment</a>   | 28        |

# URLs Accessed from the Recruitment Webpage

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- 1,726 Total Clicks to another website
- 134 Total URLs
- 126 Municipalities' URLs and 7 nonrelated URLs
- Municipalities' URLs accessed inclusive of :
  - Primary PSAPs
  - Secondary PSAPs
  - Eastern Band of Cherokee Indians

# Spectrum Reach and Website Analytics

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- Between 09/06/2021 - 11/07/2021 there were 499 users to the site and 453 sessions.
- Organic Search drove 57.8% of the overall sessions during this time
- There is only Google Data Studio data available beginning 08/24/2021
  - Looking at traffic before the campaign began (08/24/2021 – 09/05/2021) there were 27 users equaling 21 sessions.
    - Organic searching during this time drove 33.3% of the overall sessions during this time.
    - The cable campaign helped increase organic search traffic by **73.5% during the TV flight.**

# PSAP Impacts

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# Conclusion

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## Curriculum Standard for Public Safety Administration

**Career Cluster: Law, Public Safety, Corrections & Security**

**Cluster Description:** Planning, managing, and providing legal, public safety, protective services and homeland security, including professional and technical support services.

**Pathway:** Public Safety Technologies

**Effective Term:** Fall 2019 (2019\*03)

### Program Majors Under Pathway:

| Program Major / Classification of Instruction Programs (CIP) Code | CIP Code | Credential Level(s) Offered | Program Major Code |
|---|----------|-----------------------------|--------------------|
| Public Safety Administration                                      | 43.9999  | AAS/Diploma/Certificate     | A55480             |

**Pathway Description:** The Public Safety Administration curriculum is designed to provide students, as well as practitioners, with knowledge and skills in the technical, managerial, and administrative areas necessary for entrance or advancement within various public safety and government organizations.

Course work in diverse subject areas includes public safety administration and education, interagency operations, crisis leadership, government and agency financial management, professional standards, incident management, administrative law, and supervision, while providing a streamlined pathway that recognizes the value of previously earned skillsets and credentials within the public safety sector.

Employment opportunities exist with fire or police departments, emergency management organizations, governmental agencies, industrial firms, correctional facilities, private industries, insurance organizations, educational organizations, security and protective organizations, and through self-employment opportunities.

### Public Safety Administration A55480

| Recommended General Education Academic Core  | AAS           | Diploma        | Certificate     |
|--|---------------|----------------|-----------------|
| <b>Minimum General Education Hours Required:</b>   | <b>15 SHC</b> | <b>6 SHC</b>   | <b>0 SHC</b>    |
| <i>Courses listed below are recommended general education courses for this curriculum standard. Colleges may choose to include additional or alternative general education courses to meet local curriculum needs.</i> |               |                |                 |
| <b>1. Communication:</b>   | <b>6 SHC</b>  | <b>3-6 SHC</b> | <b>Optional</b> |
| ENG 111 Writing & Inquiry (UGETC) 3 SHC (UGETC)  |               |                |                 |
| ENG 131 Introduction to Literature 3 SHC   |               |                |                 |
| COM 231 Public Speaking 3 SHC (UGETC)  |               |                |                 |
| COM 120 Intro. Interpersonal Communication 3 SHC (UGETC)   |               |                |                 |
| ENG 112 Writing/Research in the Disc 3 SHC   |               |                |                 |
| ENG 114 Prof Research & Reporting 3 SHC  |               |                |                 |
| <b>2. Humanities/Fine Arts:</b>  | <b>3 SHC</b>  | <b>0-3 SHC</b> | <b>Optional</b> |
| ENG 231 American Literature I 3 SHC (UGETC)  |               |                |                 |
| ENG 232 American Literature II 3 SHC (UGETC)   |               |                |                 |
| HUM 110 Technology and Society 3 SHC   |               |                |                 |
| HUM 115 Critical Thinking 3 SHC  |               |                |                 |
| HUM 120 Cultural Studies 3 SHC   |               |                |                 |
| HUM 121 The Nature of America 3 SHC  |               |                |                 |
| PHI 240 Introduction to Ethics 3 SHC (UGETC)   |               |                |                 |
| <b>3. Social/Behavioral Sciences: N/A</b>  | <b>3 SHC</b>  | <b>0-3 SHC</b> | <b>Optional</b> |
| POL 120 American Government 3 SHC (UGETC)  |               |                |                 |
| PSY 150 General Psychology 3 SHC (UGETC)   |               |                |                 |
| <b>4. Natural Sciences/Mathematics: N/A</b>  | <b>3 SHC</b>  | <b>0-3 SHC</b> | <b>Optional</b> |
| MAT 143 Quantitative Literacy 3 SHC (UGETC)  |               |                |                 |
| MAT 152 Statistical Methods I 3 SHC (UGETC)  |               |                |                 |

*\*Within the degree program, the institution shall include opportunities for the achievement of competence in reading, writing, oral communication, fundamental mathematical skills, and basic use of computers.*

**II. Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. Below is a description of each section under Major Hours.

- A. Technical Core.** The technical core is comprised of specific courses which are required for all Program Majors under this Curriculum Standard. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the curriculum core courses or core subject area of the AAS program.
- B. Program Major(s).** The Program Major must include a minimum of 12 semester hour's credit from required subjects and/or courses. The Program Major is in addition to the technical core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from each prefix listed, with the exception of prefixes listed in the core.

| <b>Public Safety Administration A55480</b>  | <b>AAS</b>    | <b>Diploma</b>                        | <b>Certificate</b>     |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
|---|---------------|---------------------------------------|------------------------|--------------|------------|------------|------------------------|--------------|------------|------------|---------------|--------------|-----|-----|--------------------------|-----------------|-----|-----|---------------------|-----------------|-----|-----|----------------------|-------|-----|-----|--------------------|-----------------|-----|-----|----------------------------|-------|------------|------------|---------------------------------------|------------------------|-----|-----|---------------------|-------|-----|-----|-------------------------|-------|-----|-----|----------------|-------|-----|-----|------------------------|-------|-----|-----|-------------------------------------|-------|-----|-----|-------------|-------|-----|-----|---------------------|-------|-----|-----|-----------------|-----------------|-----|-----|------------------|-------|-----|-----|--------------------------|-------|-----|-----|------------------------------|-------|-----|-----|-----------------------------|-------|-----|-----|---------------------------|-------|-----------|--|--|
| <b>Minimum Major Hours Required:</b>  | <b>49 SHC</b> | <b>30 SHC</b>                         | <b>12 SHC</b>          |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| <p><b>A. Technical Core:</b><br/> <b>Required Courses:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"><b>PAD</b></td> <td style="width: 10%;"><b>151</b></td> <td style="width: 70%;">Intro to Public Admin</td> <td style="width: 10%; text-align: center;"><b>3 SHC</b></td> </tr> <tr> <td><b>PAD</b></td> <td><b>252</b></td> <td>Public Policy Analysis</td> <td style="text-align: center;"><b>3 SHC</b></td> </tr> <tr> <td><b>PAD</b></td> <td><b>254</b></td> <td>Grant Writing</td> <td style="text-align: center;"><b>3 SHC</b></td> </tr> <tr> <td>EPT</td> <td>124</td> <td>EM Services Law &amp; Ethics</td> <td style="text-align: center;">3 SHC <i>or</i></td> </tr> <tr> <td>FIP</td> <td>152</td> <td>Fire Protection Law</td> <td style="text-align: center;">3 SHC <i>or</i></td> </tr> <tr> <td>PAD</td> <td>152</td> <td>Ethics in Government</td> <td style="text-align: center;">3 SHC</td> </tr> <tr> <td>FIP</td> <td>228</td> <td>Local Govt Finance</td> <td style="text-align: center;">3 SHC <i>or</i></td> </tr> <tr> <td>PAD</td> <td>251</td> <td>Public Finance &amp; Budgeting</td> <td style="text-align: center;">3 SHC</td> </tr> <tr> <td><b>CJC</b></td> <td><b>170</b></td> <td><b>Critical Incident Mgmt Pub Saf</b></td> <td style="text-align: center;"><b>3 SHC <i>or</i></b></td> </tr> <tr> <td>EPT</td> <td>150</td> <td>Incident Management</td> <td style="text-align: center;">3 SHC</td> </tr> </table> <p><b>Select one course from the following:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">CJC</td> <td style="width: 10%;">240</td> <td style="width: 70%;">Law Enfor Mgt. &amp; Superv</td> <td style="width: 10%; text-align: center;">3 SHC</td> </tr> <tr> <td>EMS</td> <td>235</td> <td>EMS Management</td> <td style="text-align: center;">2 SHC</td> </tr> <tr> <td>FIP</td> <td>276</td> <td>Managing Fire Services</td> <td style="text-align: center;">3 SHC</td> </tr> </table> <p><b>B. Tracks. Choose one Subject Area minimum</b></p> <p><b>Correction Services:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">PST</td> <td style="width: 10%;">120</td> <td style="width: 70%;">NCDPS Correctional Officer Training</td> <td style="width: 10%; text-align: center;">8 SHC</td> </tr> </table> <p style="margin-left: 40px;"><b>OR the following 3 courses:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">CJC</td> <td style="width: 10%;">141</td> <td style="width: 70%;">Corrections</td> <td style="width: 10%; text-align: center;">3 SHC</td> </tr> <tr> <td>CJC</td> <td>225</td> <td>Crisis Intervention</td> <td style="text-align: center;">3 SHC</td> </tr> <tr> <td>CJC</td> <td>232</td> <td>Civil Liability</td> <td style="text-align: center;">3 SHC <i>or</i></td> </tr> <tr> <td>CJC</td> <td>233</td> <td>Correctional Law</td> <td style="text-align: center;">3 SHC</td> </tr> </table> <p><b>Emergency and Fire Management Services:</b> Choose 12 SHC minimum from: EMT, EPT, EMS, FIP, or <b>PST</b>* *</p> <p><b>Law Enforcement Services:</b> Choose 12 SHC Minimum from: CJC/PST** course prefixes including BLET).</p> <p><b>Security and Loss Prevention Services:</b> Choose from CJC/PST** courses</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">CJC</td> <td style="width: 10%;">151</td> <td style="width: 70%;">Intro to Loss Prevention</td> <td style="width: 10%; text-align: center;">3 SHC</td> </tr> <tr> <td>CJC</td> <td>152</td> <td>Intro to Sec/Protect Service</td> <td style="text-align: center;">3 SHC</td> </tr> <tr> <td>CJC</td> <td>153</td> <td>Private Security Operations</td> <td style="text-align: center;">3 SHC</td> </tr> <tr> <td>CJC</td> <td>154</td> <td>Private Security Business</td> <td style="text-align: center;">3 SHC</td> </tr> </table> | <b>PAD</b>    | <b>151</b>                            | Intro to Public Admin  | <b>3 SHC</b> | <b>PAD</b> | <b>252</b> | Public Policy Analysis | <b>3 SHC</b> | <b>PAD</b> | <b>254</b> | Grant Writing | <b>3 SHC</b> | EPT | 124 | EM Services Law & Ethics | 3 SHC <i>or</i> | FIP | 152 | Fire Protection Law | 3 SHC <i>or</i> | PAD | 152 | Ethics in Government | 3 SHC | FIP | 228 | Local Govt Finance | 3 SHC <i>or</i> | PAD | 251 | Public Finance & Budgeting | 3 SHC | <b>CJC</b> | <b>170</b> | <b>Critical Incident Mgmt Pub Saf</b> | <b>3 SHC <i>or</i></b> | EPT | 150 | Incident Management | 3 SHC | CJC | 240 | Law Enfor Mgt. & Superv | 3 SHC | EMS | 235 | EMS Management | 2 SHC | FIP | 276 | Managing Fire Services | 3 SHC | PST | 120 | NCDPS Correctional Officer Training | 8 SHC | CJC | 141 | Corrections | 3 SHC | CJC | 225 | Crisis Intervention | 3 SHC | CJC | 232 | Civil Liability | 3 SHC <i>or</i> | CJC | 233 | Correctional Law | 3 SHC | CJC | 151 | Intro to Loss Prevention | 3 SHC | CJC | 152 | Intro to Sec/Protect Service | 3 SHC | CJC | 153 | Private Security Operations | 3 SHC | CJC | 154 | Private Security Business | 3 SHC | 28-33 SHC |  |  |
| <b>PAD</b>  | <b>151</b>    | Intro to Public Admin                 | <b>3 SHC</b>           |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| <b>PAD</b>  | <b>252</b>    | Public Policy Analysis                | <b>3 SHC</b>           |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| <b>PAD</b>  | <b>254</b>    | Grant Writing                         | <b>3 SHC</b>           |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| EPT   | 124           | EM Services Law & Ethics              | 3 SHC <i>or</i>        |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| FIP   | 152           | Fire Protection Law                   | 3 SHC <i>or</i>        |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| PAD   | 152           | Ethics in Government                  | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| FIP   | 228           | Local Govt Finance                    | 3 SHC <i>or</i>        |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| PAD   | 251           | Public Finance & Budgeting            | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| <b>CJC</b>  | <b>170</b>    | <b>Critical Incident Mgmt Pub Saf</b> | <b>3 SHC <i>or</i></b> |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| EPT   | 150           | Incident Management                   | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 240           | Law Enfor Mgt. & Superv               | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| EMS   | 235           | EMS Management                        | 2 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| FIP   | 276           | Managing Fire Services                | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| PST   | 120           | NCDPS Correctional Officer Training   | 8 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 141           | Corrections                           | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 225           | Crisis Intervention                   | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 232           | Civil Liability                       | 3 SHC <i>or</i>        |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 233           | Correctional Law                      | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 151           | Intro to Loss Prevention              | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 152           | Intro to Sec/Protect Service          | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 153           | Private Security Operations           | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| CJC   | 154           | Private Security Business             | 3 SHC                  |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |
| **Maximum 9 SHC awarded for PST   |               |                                       |                        |              |            |            |                        |              |            |            |               |              |     |     |                          |                 |     |     |                     |                 |     |     |                      |       |     |     |                    |                 |     |     |                            |       |            |            |                                       |                        |     |     |                     |       |     |     |                         |       |     |     |                |       |     |     |                        |       |     |     |                                     |       |     |     |             |       |     |     |                     |       |     |     |                 |                 |     |     |                  |       |     |     |                          |       |     |     |                              |       |     |     |                             |       |     |     |                           |       |           |  |  |

**B. Program Major(s): Not Applicable**

**C. Other Major Hours: To be selected from the following prefixes:**

ASL, BIO, BUS, CCT, CET, CIS, CJC, CSC, CTI, CTS, DBA, ECO, EDU, EHS, EMS, ENG, EPT, FIP, GIS, HEA, HIS, HSE, HUM, LEX, NET, OST, PAD, PED, POL, **PST**, PSY, SEC, SOC, SPA, and WBL

Up to two semester hour credits may be selected from ACA.

Up to three semester hour credits may be selected from the following prefixes: ARA, ASL, CHI, FRE, GER, ITA, JPN, LAT, POR, RUS and SPA

**IV. Employability Competencies**

Fundamental competencies that address soft skills vital to employability, personal, and professional success are listed below. Colleges are encouraged to integrate these competencies into the curriculum by embedding appropriate student learning outcomes into one or more courses or through alternative methods.

- A. Interpersonal Skills and Teamwork** – The ability to work effectively with others, especially to analyze situations, establish priorities, and apply resources for solving problems or accomplishing tasks.
- B. Communication** – The ability to effectively exchange ideas and information with others through oral, written, or visual means.
- C. Integrity and Professionalism** – Workplace behaviors that relate to ethical standards, honesty, fairness, respect, responsibility, self-control, criticism and demeanor.
- D. Problem-solving** – The ability to identify problems and potential causes while developing and implementing practical action plans for solutions.
- E. Initiative and Dependability** – Workplace behaviors that relate to seeking out new responsibilities, establishing and meeting goals, completing tasks, following directions, complying with rules, and consistent reliability.
- F. Information processing** – The ability to acquire, evaluate, organize, manage, and interpret information.
- G. Adaptability and Lifelong Learning** – The ability to learn and apply new knowledge and skills and adapt to changing technologies, methods, processes, work environments, organizational structures and management practices.
- H. Entrepreneurship** – The knowledge and skills necessary to create opportunities and develop as an employee or self-employed business owner.

*\*An **Employability Skills Resource Toolkit** has been developed by NC-NET for the competencies listed above. Additional information is located at: <http://www.nc-net.info/employability.php>*

*\*\*The North Carolina Career Clusters Guide was developed by the North Carolina Department of Public Instruction and the North Carolina Community College system to link the academic and Career and Technical Education programs at the secondary and postsecondary levels to increase student achievement. Additional information about Career Clusters is located at: [http://www.nc-net.info/NC\\_career\\_clusters\\_guide.php](http://www.nc-net.info/NC_career_clusters_guide.php) or <http://www.careertech.org>.*

*Summary of Required Semester Hour Credits (SHC) for each credential:*

|  | <b>AAS</b>   | <b>Diploma</b> | <b>Certificate</b> |
|--|--------------|----------------|--------------------|
| Minimum General Education Hours          | 15           | 6              | 0                  |
| Minimum Major Hours                      | 49           | 30             | 12                 |
| Other Required Hours                     | 0-7          | 0-4            | 0-1                |
| <b>Total Semester Hours Credit (SHC)</b> | <b>64-76</b> | <b>36-48</b>   | <b>12-18</b>       |