AGENDA
NORTH CAROLINA 911 BOARD
EDUCATION COMMITTEE
Thursday, April 20, 2023
1:00 p.m. to 3:00 p.m.
Via Simultaneous Communication

Tab	Topic	Presenter
1.	Roll Call	Angie Turbeville
2.	Ethics Awareness/Conflict of Interest Statement	Chuck Greene
3.	Executive Director's Opening Remarks	Pokey Harris
4.	Chair's Opening Remarks	Chuck Greene
5.	Approval of March 2023 Minutes *(Roll Call Vote Required)*	Chuck Greene
6.	Technology Committee Update	Tom Rogers
7.	Legal Brief	Amanda Reeder
8.	Training Certification Request *(Roll Call Vote Required)*	Angie Turbeville
	• NENA Emergency Number Professional Certification	
9.	Other	

Next Meeting Thursday, May 11, 2023

North Carolina 911 Board
Education Committee Meeting
MINUTES
Thursday, March 16, 2023
1:00 p.m. – 3:00 p.m.
Microsoft Teams, Raleigh, NC
Meeting was conducted via the use of Simultaneous Communications

Members on Phone	Staff on Phone	Others on Phone
Tommy Cole *(Joined at 1:45 p.m.)*	Stephanie Conner	Patrick Adams *(Virtual Academy)*
Chuck Greene	Greg Dotson	Jeryl Anderson (NC APCO)
Grayson Gusa	Kristen Falco	Jessica Gayters (Virtual Academy)
Phil Howell	Pokey Harris	Kelly Kelley (Virtual Academy)
Kristy Smith	David Newberry	Candy Miller (NC NENA/Iredell County)
Jimmy Stewart	Amanda Reeder	Cindy Morgan (Spectrum – Joined at 1:30 p.m.)
Donna Wright	Tom Rogers	Jimmy Orban (Spectrum)
	Marsha Tapler	Suzanne Walker (Raleigh-Wake 911)
	Sarah Templeton	Dawn Westmoreland (Spectrum – Joined at 1:27 p.m.)
	Angie Turbeville	

The meeting was called to order at 1:00 p.m. by Mr. Greene and he welcomed all Committee members and staff.

1. **Roll Call -** Ms. Templeton proceeded to call the roll.

2. **Conflict of Interest and Ethics Statement –** Mr. Greene read the Ethics Awareness/Conflict of Interest Statement. Mr. Gusa recused himself from agenda item 9 because he occupies a seat on the NC APCO Board. Ms. Wright recused herself from agenda item 9 because she occupies a seat on the NC NENA Board.

3. **Executive Directors Opening Remarks –** Ms. Harris welcomed everyone to the meeting and provided introductions of the two new Committee members.

4. **Chair's Opening Remarks** – Mr. Greene welcomed committee members and staff.

5. **Approval of November 2022 Minutes (Vote Required) –** The November 2022 minutes were displayed during the meeting. Mr. Greene requested a motion to approve the minutes as presented. A motion was made by Mr. Gusa to approve the November 2022 meeting minutes. Ms. Wright seconded the motion. After no

discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of November 2022 Education Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Tommy Cole	Not Present for Vote	
Chuck Greene	Y	
Grayson Gusa	Y	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

6. **Technology Committee Update –** Mr. Rogers provided Committee members with an update on the ESInet migration. All PSAPs in the State except for one PSAP have successfully migrated to the ESInet. Currently, there are 57 Hosted Vesta, 49 Hosted Viper, and 20 ESInet-Only sites. The total population served is 10,566,375, 99% of the population; the total land mass covered is 48,619.57 square miles of NC, 99% of the State. Mr. Rogers advised the online academy for Rapid Deploy Analytics Eclipse remains available for user training, some of the reporting enhancements are available and others are expected to become available. The SIP Admin line project is online and operational with five pilot PSAPs and will be presented to the Technology Committee in April 2023.

7. **Legal Brief –** Ms. Reeder continues to track multiple bills including House Bill 196, the DIT/Omnibus Bill.

8. **Training Class Eligibility Request:**

   a) **Priority Dispatch, AI Skills Lab Telecommunicator: ProQA Call-taking Training (Vote Required)** –

   Ms. Turbeville presented the AI Skills lab for Telecommunicator: ProQA Call-taking Training for Emergency Medical Dispatch (EMD). The training uses AI powered simulated callers to help Emergency Dispatchers to gain valuable experience operating within ProQA, using IAED protocols, and improve active listening skills. IAED approved simulated calls count toward eight hours of CDE credit for the IAED recertification every two years. A portion of the product demo was presented to the Committee. Ms. Turbeville advised the AI Skill lab requires the purchase of a block of hours prior to use and once the service is purchased, the PSAP has a year to use all the purchased hours, or the hours will be lost.

   Ms. Reeder presented staff's recommendation to approve the Priority Dispatch AI Skills Lab with the following provisions. One, procurement of the subscription and utilization of the training hours purchased must be completed within a fiscal year beginning in July and ending in June. Two, the purchasing PSAP must create a policy detailing the use of the tool as part of the training requirements for each telecommunicator on staff, and the policy must be provided with the annual

revenue expenditure report for each year the expenditure for the tool is submitted. Three, creation of a list by the purchasing PSAP to include the staff names and the number of hours expended to equate to the dollar amount of the annual purchase, which must be provided with the annual revenue expenditure report for each year the expenditure for the tool is submitted. Finally, the purchasing PSAP must reimburse the 911 Fu for any unused hours at a pro-rated amount at the end of the fiscal year. Reimbursement is to occur prior to the submission of the annual revenue expenditure report.

Mr. Gusa advised he attended a demo of the product, and it is no longer sold as a block of hours, but a training cost based on the number of seats. Mr. Greene advised the eligibility request might need to be re-reviewed based on the potential billing change and if the training is annual charge or one-time charge. Ms. Wright commented that the billing structure shouldn't dictate the eligibility determination. Mr. Greene asked Ms. Reeder to comment on the billing structure. Ms. Reeder advised it was proposed and staff recommendation was determined based on the purchase of a block of hours. Further discussion ensued based on possible Committee action for eligibility. Ms. Harris commented that the vendor may have changed the billing structure based on feedback from PSAPs. Ms. Wright advised the proposal reporting requirements within staff's recommendation are not done for any other training courses. She agreed with Ms. Harris that this could be why they moved to billing per seat. She commented either the training is eligible or not eligible and based on legislation the training is eligible, however, she understood how PSAPs could purchase more hours than needed. Mr. Greene requested input from other Committee members. Mr. Stewart agreed with the comments made by Ms. Wright. Mr. Gusa added he thought the training provided the training this program offered and thought it would be beneficial for the PSAPs.

Mr. Cole joined the meeting at 1:45 p.m.

Ms. Wright made a motion to approve the Priority Dispatch, AI Skills Lab Telecommunicator: ProQA Call-taking training as an eligible expense without considering the fee structure. Mr. Stewart seconded the motion. After no further discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of the Priority Dispatch, AI Skills Lab Telecommunicator: ProQA Call-taking Training		
Committee Member	Vote to Approve	Vote to Not Approve
Tommy Cole	Recused	
Chuck Greene	Y	
Grayson Gusa	Y	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

b) Priority Dispatch, Emergency Mental Health Dispatching Training *(Vote Required)* –

Ms. Templeton presented the course provides tools and strategies to support both callers and the well-being of call takers. It teaches essential insights of what drives the behavior of callers with mental illness as well as de-escalation strategies. This is not a certification requirement that every emergency dispatcher needs to take but it is a highly recommended course for agency leadership. Staff's recommendation is to approve the course for funding. Mr. Gusa made a motion to approve the Priority Dispatch, Emergency Mental Health Dispatching Training. Mr. Cole seconded the motion. After no further discussion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of Priority Dispatch, Emergency Mental Health Dispatching Training		
Committee Member	**Vote to Approve**	**Vote to Not Approve**
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

c) American Emergency Preparedness, Complacency and Critical Thinking (Vote Required) –

Ms. Turbeville presented the course flyer and advised the course was originally not approved for funding based on the course/curriculum information. It was listed under the vendor Public Safety Consultants. Public Safety Consultants is now American Emergency Preparedness, the course has been updated and a new updated curriculum submitted for review. Staff recommendation is to approve the course for funding. Ms. Wright made a motion to approve the American Emergency Preparedness, Complacency, and Critical Thinking course for funding. Mr. Cole seconded the motion. After no further discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of American Emergency Preparedness Complacency, and Critical Thinking		
Committee Member	**Vote to Approve**	**Vote to Not Approve**
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

9. **NC Public Safety Communications Conference Education Sponsorship Request** *(Vote Required)* **–**

Mr. Dotson presented the Public Safety Communications Conference Education Sponsorship Request for two pre-conference courses: Denise Amber Lee Foundation Class, "A Victim's Plea: Meeting Expectations" and Niagara University's 9-1-1 Disability Awareness Training: "Improving Service to Callers with Disabilities." Staff's recommendation is to approve the sponsorship for the pre-conference classes in the total amount of $10,500.00 with the Executive Director having the authority to coordinate sponsorship complementary offerings. Mr. Greene provided comments on the sponsorship, noting that the Committee has supported this in past years.

Mr. Cole made a motion to approve the sponsorship for the NC Public Safety Communications Conference in the total amount of $10,500 to be used for the pre-conference classes: Denise Amber Lee Foundation Class, "A Victim's Plea; Meeting Expectations" and Niagara University's 9-1-1 Disability Awareness Training: "Improving Service to Callers with Disabilities" with the Executive Director having the authority to coordinate sponsorship complementary offerings. Mr. Stewart seconded the motion. After no further discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of the NC Public Safety Communications Conference Education Sponsorship		
Committee Member	**Vote to Approve**	**Vote to Not Approve**
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Recused	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Recused	

10. **EMD and Minimum Telecommunicator Training Requirements Policy Update** *(Vote Required)* **–**

Ms. Reeder discussed the changes to the EMD and Minimum Telecommunicator Training Requirements policy. Since this was a joint initiative with the Standards Committee, the policy will also need to go to Standards Committee for review before going to the Board for a final approval. With that in mind, the goal is to make the necessary changes to the Approved Training List to present to Committee at the April meeting. The updated list will show that the only basic telecommunicator certification approved for funding will be APCO, NENA, PowerPhone, and the Sheriff's Education Training and Standards Commission. Mr. Greene clarified the goal of this change to the policy is to point to the dynamic approved training list that is up-to-date and it won't require voting on the policy every time the list is updated. Ms. Wright asked to remove the website link to prevent potential errors and just reference the NC 911 Board's website. Ms. Reeder confirmed that could be changed. Ms. Wright made a motion to approve the policy modifications with one revision to replace the link to the Board's

website and modifying it to say the "Board's website" in general. Mr. Gusa seconded the motion. After no further discussion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of EMD and Minimum Telecommunicator Training Requirements Policy		
Committee Member	Vote to Approve	Vote to Not Approve
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Y	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

11. Associate in Applied Science in 911 Communications and Operations –

Ms. Turbeville provided an update on the associate degree. She advised Dr. Miriam Huntley not attend the meeting but shared an update for the Committee. The PSAP Manager Executive Program articulation paperwork has been submitted to the Curriculum Team for approval. Richmond Community College (RCC) is enrolling students now. Those students are taking General Education requirements. Once the program is entered into the system in April, the students will be moved from the Associate in Arts program to the Associate of Science in 911 Communications and Operations program. The remaining two courses, GIS-110 and GIS-111, are being developed and will go through the development-level course review process on March 16. Dr. Huntley is meeting with the Marketing Department to develop the marketing plan and strategic initiatives for the program. RCC has advertised for the Program Coordinator position; she is hopeful that they will start reviewing applications and that this person will join RCC in April 2023.

12. Recruitment PSA Update –

Ms. Morgan said there was a strong engagement response from the survey based on the campaign. She presented the analytics from the campaign review. Mr. Orban advised there was an 800% growth to the Board's website, 20% increase of overall traffic to the NC DIT website and 23% new user traffic to the website. Ms. Westmoreland advised there was a high ramp of results quickly when the campaign began, which is a great result. Ms. Turbeville advised the survey closed on Wednesday, March 15 at 5pm.The survey results had 78 respondents, with only four PSAPs not actively recruiting. Ms. Morgan provided further details on the survey results. At the meeting, she randomly selected the raffle winners that Spectrum will send prizes to, two individuals per region that completed the survey. Ms. Morgan and Ms. Turbeville reminded everyone that the prizes were provided by Spectrum and are not affiliated with the NC 911 Board. The Committee and Spectrum offered congratulations to the raffle winners: Stephen Sigmon (Alamance County), Travis Essic (Harnett County), Scott Schiefelbein (Rutherford County), Mike Catagnus (Edgecombe County), Melissa (Watauga County), Mike Yaniero (City of Jacksonville), Miranda Futrell (Jones-Lenoir County), Daniel Little (Cornelius).

13. FY2024 Training Proposal *(Vote Required)* –

Ms. Turbeville provided logistics for this two-part agenda item to review the Virtual Academy demonstration and an FY2024 proposed training list. Mr. Greene explained that if it is approved, the FY2024 training proposal will be training paid for by the Board from the administrative fund.

Ms. Kelley and Mr. Adams presented a Virtual Academy demo. Ms. Gayters presented the certification management area within the Virtual Academy. Ms. Turbeville asked for clarification on whether the content can be limited to only Telecommunicator content. Ms. Kelley confirmed the content can be limited to telecommunicator only. Ms. Turbeville asked if the State could upload cybersecurity training and distribute it to all the PSAPs through Virtual Academy. Ms. Kelley confirmed, yes, this can be done. Ms. Turbeville asked Ms. Smith and Mr. Stewart to provide comments because they were two of the PSAP managers who had demo access to the product. Ms. Smith advised the Academy was user-friendly, had easy to understand concepts, added training, kept track of training, and she liked the continuing education tracker and how readily accessible the expiration dates were to manage training. Mr. Stewart commented the Virtual Academy was a good program and similar to what his agency already uses. Mr. Cole commented that it reminded him of the program Graham County uses to manage fire training and looks like a good program. Mr. Stewart asked if it is approved, could data be imported from a user's current program. Ms. Kelley advised historical data could be imported at no additional cost. Mr. Stewart asked if Virtual Academy was offered Statewide, would its use be mandatory? Ms. Harris advised no; it is available to all PSAPs but not mandatory. Ms. Kelley advised they can import information for those PSAPs that want to switch from a current repository to Virtual Academy. Staff's recommendation was to approve the Virtual Academy as part of the FY2024 training proposal.

In its discretion, the Committee decided to split the FY2024 training proposal and Virtual Academy into two separate roll call votes.

Mr. Cole made a motion to approve Virtual Academy as available to all PSAPs Statewide paid from the Administrative Fund. Sheriff Howell seconded the motion. After no further discussion on the motion, Ms. Templeton conducted a roll call vote. The motion passed unanimously.

Approval of Virtual Academy		
Committee Member	Vote to Approve	Vote to Not Approve
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Not Present for Vote	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

In its discretion, the Committee decided to split the FY2024 training proposal and Virtual Academy into two separate roll call votes.

Ms. Turbeville presented the FY2024 Statewide Training Proposal, noting the previously approved partnership with Cape Fear Community College and highlighting the five ineligible courses. Ms. Wright expressed appreciation for the staff trying to build relationships with the community college system in the proposal and commented she was glad to see the ineligible courses on the proposal. She expressed her concerns about spending monies from the administrative fund to pay for eligible courses when the PSAPs are building spend plans to spend down high fund balances. Another concern is APCO offers some of the proposed courses on the proposal, which could create saturation in the State for those training courses. She expressed her preference for the administrative fund to pay for ineligible courses to prevent restriction on the PSAPs paying for the eligible courses out of the PSAPs Emergency Telephone System Fund (ETSF). Ms. Wright mentioned including a scholarship for the associate degree that the Committee worked hard to develop.

Ms. Harris advised PSAPs have provided feedback that finding training, coordinating training, and recruiting for training is not easy for the PSAPs to do and it is helpful when the Board assists, and this is the rationale for including those eligible courses in the training proposal. Mr. Greene advised the eligible courses listed are to assist the PSAPs that need help to find classes and not to restrict the PSAPs that are paying for them from the ETSF. Ms. Wright asked if staff could coordinate the training. Ms. Turbeville advised the response from the Cape Fear Community College was the classes were full and students were asking when more classes will be offered. The training proposal is to support other regions in the State by providing and coordinating classes at other Community Colleges. The proposal addresses the maximum costs, however, partnerships with the Community College are offered at a lower rate. Ms. Turbeville asked for class suggestions to consider in the proposal. Ms. Anderson spoke about how APCO courses are handled, stating that an agency can request to host an APCO course, but these courses are advertised by APCO International. If the class doesn't get a minimum number of students, then the class will not be offered. The adjunct instructors do not get notified until the class is almost full and/or confirmed to be held on that date. At times, APCO will try to supplement training at a lower cost are offered to members and non-members. She added that many APCO classes are only offered in NC when an agency needs that course at their agency and is willing to assist in reaching the minimum number of attendees. Mr. Cole sought clarification on what categories on the approved training list make a course eligible or ineligible.

Mr. Greene asked for clarification on the NC Public Safety Conference listed in the proposal and if the two Committee members who recused themselves from the earlier vote related to APCO/NENA need to recuse themselves for this vote as well. Ms. Harris and Ms. Turbeville clarified the purpose of the FY2024 training proposal is to provide budget numbers to the funding committee in April. This proposal is not meant to be final numbers or even final courses but potential options for training in the State during FY2024.

Staff recommendation was to approve the funding as presented in the FY2024 training proposal. Discussion was held about the success of the Board sponsoring two CMCP courses in NC and plans were to hold two more. Ms. Wright advised it would still be successful if organized and held in NC regardless of if the Board sponsors or organizes the course or PSAPs pay individually from their ETSF since it is an eligible course.

Ms. Wright made a motion to approve funds for the ineligible courses listed in the FY2024 training proposal estimated in the amount of $103,050.00. Mr. Cole seconded the motion. Ms. Templeton conducted a roll call vote and the motion passed unanimously.

Approval of the FY2024 Training Proposal – Ineligible Courses		
Committee Member	Vote to Approve	Vote to Not Approve
Tommy Cole	Y	
Chuck Greene	Y	
Grayson Gusa	Not Present for Vote	
Phil Howell	Y	
Kristy Smith	Y	
Jimmy Stewart	Y	
Donna Wright	Y	

14. Other – No further business was discussed.

The meeting was adjourned at 3:49 p.m.

Share (https://www.addthis.com/bookmark.php?v=250&pub=yourmembership) |

Quick Links

Program Overview (http://www.nena.org/?ENP_Video) | Eligibility Requirements (http://www.nena.org/page/ENP_Certification#eligibility) | Exam Dates | Recertification (http://www.nena.org/?ENP_Recertification) | ENP Retired (http://www.nena.org/?ENP_Retired) | Study Groups (http://www.nena.org/?ENP_StudyGroups) | Code of Ethics (http://www.nena.org/resource/collection/A93FFE8E-E34B-4470-9F52-5B067787729E/ENP_Code_of_Ethics.pdf) | List of Current ENPs | ENP FAQ (/page/ENP_FAQ) | ENP Podcast

---

What is ENP Certification?

Certification is a tool of a professional association to establish the benchmarks of performance that will signify a broad-based competence in the professional field. By successfully completing your certification, you will:

- Demonstrate a mastery of the comprehensive knowledge base required for emergency number program management.
- Help to raise industry standards and increase the respect and prestige of those involved in 9-1-1.
- Confirm your commitment to the 9-1-1 profession by showing yourself to be a leader in public safety and pledging yourself to stay aware of current issues and developments in the field.

Goals of Certification

The NENA Executive Board first formed a Certification Committee in 1992 to explore the development of a certification program for individuals involved in emergency number program management. After a thorough review of the certification process, the Executive Board approved the Committee's recommendation to go forward with the establishment of an Emergency Number Professional Certification Program. This recommendation included several goals:

- To establish the comprehensive body of knowledge for Emergency Number Professionals.
- To promote a standard of competence for Emergency Number Professionals that will be recognized and accepted by the 9-1-1 profession, government agencies, the business community, and the general public.
- To ensure an awareness of current issues and developments in the 9-1-1 profession.
- To provide formal recognition of individuals for professional achievement.
- To encourage professional growth and enhance the self-esteem of Emergency Number Professionals.

Application Procedure (https://www.nena.org/page/ENP_Certification#procedure) | Materials & Resources (http://www.nena.org/page/ENP_Certification#materials) | ENP Certification for Affiliate Countries (https://www.nena.org/resource/resmgr/ENP/ENP_Certification_for_Affili.pdf)

Why should I become an ENP?

- ENPs are leaders in the 9-1-1 profession.
- ENPs receive significant discounts on National NENA conferences and events.
- More management jobs now require you to have your ENP certification before you apply.

CLICK TO HEAR FROM CURRENT ENPS ABOUT THE VALUE OF CERTIFICATION! (HTTP://WWW.NENA.ORG/?PAGE=ENPPROFILES)

How can I obtain ENP Certification?

Candidates must first meet the eligibility requirements and submit an application. Once your Eligibility Application has been approved, a link for the Testing Center Application for Emergency Number Professional Certification Examination will be emailed to you. The next step is to sit for and pass the ENP exam. Once a candidate has earned the ENP credential they maintain it by fulfilling recertification points requirements every four years or passing the exam again prior to the recertification deadline.

The following eligibility criteria have been established by the NENA Institute Board for determining if an individual is qualified to take the Emergency Number Professional (ENP) Certification Exam.

Experience Criteria - In order to sit for the ENP Certification Exam, a candidate must meet the following experience criteria:

A. Three years experience in Emergency Communications

OR

B. Three years experience with a commercial provider of Emergency Communications products and services

Point Accumulation - Having satisfied the three-year minimum experience criterion, each candidate must accumulate a total of 10 points as follows:

- **Experience** - Each additional year of experience (full-time equivalent) in Emergency Communications will count for 2 points, with a maximum of 10 points being granted.
- **Education** - College degrees will earn points as noted below (choose highest degree):

  Associate Degree - 2 points

  Bachelor Degree - 4 points

  Graduate Degree - 6 points

- **Professional Development and Service**

  NENA in-person courses or Instructor-led online (ILO) courses completed (Course Listing (https://www.nena.org/events/event_list.asp?show=&group=&start=10%2F9%2F2018&end=&view=&cid=19182)) will earn 1 point each. Completion of NENA's 9-1-1 Center Supervisor Program (https://www.nena.org/page/911CenterSupervisor) or Center Training Officer (CTO) Program (https://www.nena.org/page/CTOProgram) will earn 3 points. Completion of NENA's Center Manager Certification Program (CMCP) (https://www.nena.org/page/CenterManagerCert) will earn 5 points. A maximum of 5 points will be granted.

  Holding an office in NENA at the Chapter or National level will earn 1 point, with a maximum of 1 point being granted.

  Other professional certifications (e.g. GISP, CISSP, PMP) will earn 1 point, with a maximum of 1 point being granted.

  Application Procedure (https://www.nena.org/page/ENP_Certification#procedure) | NENA Institute Board (http://www.nena.org/?page=InstituteMembers)

Exam Schedule

ENP exams are scheduled four times annually for a two-week period each - Winter, Spring, Summer, and Fall. The ENP examination will be administered on a daily basis during the two-week period, Monday through Saturday, at computer-based testing facilities throughout the US and Canada. Candidates may also select the remote testing option.

Exam Period	Exam Dates	Application Deadline
Spring 2023	April 8-22	March 10, 2023
Summer 2023	July 8 -22	June 9, 2023
Fall 2023	October 7 - 21	September 8, 2023
Winter 2024	Feb 3 - 17	January 5, 2024

Application Procedure, Testing & Fee Summary

The application will be evaluated by the ENP Certification Board. Candidates must accumulate a minimum of 10 points to qualify to sit for the exam. A candidate whose application has been accepted may sit for the exam at any designated test location.

Please register for the exam by submitting the Eligibility Application to NENA. Once your Eligibility Application has been approved, a link for the Testing Center Application for Emergency Number Professional Certification Examination will be emailed to you. You may schedule your exam once you receive your official Scheduling Authorization Notice from the Test Administrators (notices@ptcny.com). Please do not register for the exam until you can commit to testing during the testing period you select on your application form. Transfer between testing periods is only permitted on a case-by-case basis, and must be requested before the exam period begins.

NENA contracts with Professional Testing Corporation (PTC), a company specializing in the administration of certification examinations for associations. PTC assists the NENA Institute Board in the development of the 150-question examination forms each year, and maintains the Item Bank, a repository for over 800 items, or questions, from which the ENP examination is constructed.

PTC in turn contracts with Prometric, a company that maintains on-site locations throughout the world for candidates to sit for the examination. Recently, NENA has worked with PTC and Prometric to offer remote testing in addition to on-site testing.

On-site vs. Remote Testing

PTC and Prometric have prepared documents for those considering the remote testing option. Those documents include a useful document from PTC with FAQ's about remote testing available   here (https://ptcny.com/remote-proctor-faqs/)   .   PTC also maintains a Candidate-Corner newsletter   here. (https://ptcny.com/candidate-corner/)

Those wanting to learn more about the on-site or remote testing experience are encouraged to view a video prepared by   Prometric (https://us-west-2.protection.sophos.com/? d=prometric.com&u=aHR0cHM6Ly93d3cucHJvbWV0cmljLmNvbS90ZXN0LXRha2Vycy93aGF0LWV4cGVjdA==&e=cGJlbGxGxAbmJvbWUub3Jn&t=aHhSeHNJSWJ6OStQZEZj NjZEb3JXZVo5VVp5VVNaWUU3Tk1oQWxHN0UrQT0=&h=59e1000753c0418a8b5a94f9ce130229)   or read the   Prometric User's Guide. (https://www.prometric.com/sites/default/files/2020-04/PrometricProUserGuide_3.1_1.pdf)

NENA has made every effort to accommodate those who would like to become ENP's. Having the remote testing option in addition to on-site testing allows greater flexibility in testing. Candidates are encouraged to learn all about remote testing and how it differs from on-site testing before choosing the remote testing option.

You may search for available testing center locations online at   prometric.com/nena (https://prometric.com/nena)   . Click on the "Locate" link, and then select Emergency Number Professional Certification Examination as the test. Click the forward arrow, and then enter your address and testing date details. You may only schedule your exam once you receive your official Scheduling Authorization Notice from the test administrators (PTC).

Please refer to the ENP Application Handbook for additional information on remote vs. on-site test in the application process.

Fee Summary

The Examination cost includes a non-refundable $150 processing fee.

- NENA Members $435 (US Dollars)
- Non-members $575 (US Dollars)
- Reexamination $175 (US Dollars)

   Click here for the Application Handbook (/resource/resmgr/enp/application_forms/enp_handbook2023.pdf)

ENP Exam Materials & Resources

- ENP Exam Body of Knowledge (/resource/resmgr/enp/general_forms/bok_2022_d2.pdf)
  The source of the questions used on the ENP exam
- ENP Application Handbook (/resource/resmgr/enp/application_forms/enp_handbook2023.pdf)
  Information guide for the ENP exam (includes sample exam questions)
- ENP Eligibility Application (/resource/resmgr/enp/application_forms/enp_eligibility_application2.pdf)
  Required to sit for an exam
- ENP Reference Manual (http://www.nena.org/?page=ENPRefManual)
  Version 6.1
- ENP Practice Test (http://www.nena.org/?page=ENPRefManual)
  50-question practice test
- ENP Study Groups (http://www.nena.org/?ENP_StudyGroups)
  Conference call study sessions led by current ENPs

Confessions of an ENP Podcast

This series of video podcasts highlights new and existing industry professionals who have passed the ENP exam. Guests share their tips and tricks for learning and successfully completing the exam, as well as review the various resources available to prepare for the test.   Click here to watch. (https://www.youtube.com/playlist? list=PL4vzk4CuDXdOieDTKkln6XyUfZY8Qd_Ee)

Connect With an ENP

   Current List of ENPs (/resource/resmgr/enp/spreadsheets/3.16.alpha.enp_spreadsheet.pdf) | ENPs by State/Province (/resource/resmgr/enp/spreadsheets/3.16.state.enp_spreadsheet.pdf) | New 2023 ENPs (/resource/resmgr/enp/spreadsheets/new_enps_spreadsheet_2023.pdf)

   (http://www.nena.org/resource/collection/A93FFE8E-E34B-4470-9F52-5B067787729E/New_2017_ENPs.pdf)