

**Dean Response  
External Program Review  
Emergency Care and Rescue EC&R Programs  
June, 2012**

I would like to extend my gratitude to the review team for their time and expert advice to improve our programs. I also would like to thank the advisory committee, the program faculty, administrative support staff and the University administration for their ongoing support.

I agree with the Site Visit team comments and input from November 18, 2011. This team consisted of Jeff McDonald, BS, LP, CoAEMSP Site Visit Team Captain, John C. Cook, MBA and NR/CCEMT-P, NCEE, CoAEMSP Site Visit Team member.

The Recommendations/Commendations from the CoAEMSP Site Visit Evaluation Review Team are written in plain text below. Department response to these recommendations and commendations are written below in *italics*. Dean Response is written in *italics purple*.

A. The program exhibits strengths in the following areas:

1. The Program has great facilities and equipment.
  - *The program will continue to use lab fees to keep training equipment in optimal condition.*
  - *The college will work on securing available funds in many areas, i.e. Federal grants and other possible fundraising arenas.*
2. Faculty and staff are dedicated to student success and go above and beyond to achieve great outcomes.
  - *Will continue to demand excellence of students through our core values. Faculty workload to be redistributed with new national curriculum, textbook and WSU leaning management platform.*
  - *I agree and will support the faculty and staff efforts to continue excellence in education and competent graduates.*
3. Excited and enthusiastic advisory committee.
  - *Will continue to full engage advisory committee*
  - *Will continue to support and ask for input.*
4. Awesome distance program that meets the needs of students in neighboring states and utilizes state of the art technology.
  - *Will continue to provide "face-to-face" interactive video streamed program to the rural Intermountain West as long a funding and UEN support is present*
  - *Will investigate additional distance programs and continuation of the existing programs. Will conduct needs assessment for additional rural sites that may need EC&R education.*

5. Seasoned, dedicated, and enthusiastic Program Director.
  - *Would like to retire from WSU*
  - *Would like to support and assist with excellence in providing education.*
6. Field and clinical sites are solid, welcoming and focused on student success
  - *Will continue to demand excellence from the students which intern continues to drive the success of our field and clinical sites.*
  - *Continue to ask for input from field and clinical sites. Maintain positive PR; investigate future employment possibilities and student success.*
7. Excellent clerical support with Robbyn Dunn
  - *We agree and consider the EC&R program blessed. Will be flexible with time and work requirements as needed.*
  - *I agree and provide staff development and job satisfaction.*
8. Current students and graduates report that this is the best program in the state of Utah and would not have chosen another program. This is a testament to the programs dedication to success and the students' motivation to succeed.
  - *Based on WSU commitment to teaching, the program directors national expertise, and the faculties' student advocacy and quest for excellence, we expect nothing less.*
  - *Continue with excellence and dedication to student success.*

B. The following were identified by the site visit team as potential *Standards* violations. You may submit new information documenting corrective actions taken by the program following the site visit:

- None.
- *Congratulations!*

C. The following points are comments provided by the site visitors. They do not currently reflect violations of the *Standards*, but consideration by the CoAEMSP may result in additions, deletions, or modifications:

1. Program does send graduate and employer surveys; however, the return of the surveys has been problematic. Program has a plan in place to overcome this challenge and is also charged with meeting new Regional Accreditation requirements on an institution basis. Program will be phoning graduates and employers of the last class to report a positive threshold on this year's annual report.
  - *We've gotten more aggressive in attempting to get this information. We have paper copies of the evaluation and will "snag" students and employers when they come by the office. The Dataarc system used by CoAEMSP is NOT user friendly so EC&R will enter the data. We've also reminded the students to be expecting an e-mail approximately six months post-graduation*

- *This is an area that needs significant improvement. Employer and graduate surveys are essential in continues improvement of programs. Particularly healthcare fields with constant changes and new regulations. We will monitor and conduct anonymous surveys on graduates and employers. Self-stamped envelopes should be sent out with each survey to assure higher return if hard-copy instruments are used. If electronic surveys are employed, then it should be conducted by the department secretary to assure anonymity and follow-up. Additionally, confidential electronic exit interviews should be conducted prior to student graduation.*
2. It is evident that with continued program growth a clinical director is going to be needed to decompress the Program Director responsibilities.
- *The immediate solution for AY 2012-13 will be to re-assign faculty workload as indicated in A2 above. A longer term solution would be to add a faculty member who can teach nights and do field/clinical coordination. This may happen if a current grant application is approved.*
  - *This will be reviewed for possible solutions the upcoming challenges.*
3. This Program has a solid Associates degree program. It may be beneficial to explore a Bachelor's component for added professional and community of interest growth.
- *The program has explored a Bachelor's degree. It is unknown how many candidates may be available. At the present time EC&R highly supports being a "leg" of the BIS degree. If EC&R were to develop a Bachelor's degree it would most likely have to be all online to accommodate work schedules.*
  - *Need assessment should be conducted to explore the possibility of offering Baccalaureate degree. Upon completion of the needs assessment, all efforts will be made to acquire funding and recruiting additional suitable faculty to offer the degree.*
  - *Congratulations to the EC&R faculty and staff for a successful program review.*

\*Committee on Accreditation of Allied Health Education Programs

- Committee on the Accreditation of Education Programs for the EMS Professions