



PEI-911 Online

Read what your peers are saying about.....

The Public Safety Group's **Basic Telecommunicator Training**

This was an amazing course. I will take a lot with me hopefully into the telecommunicator field!! Keep your fingers crossed for me; it would be an excellent Christmas present! *Jackie D., Canada*

I learned more than I thought I would in this class. The text book will become a great tool for me. And I didn't think I would learn from my classmates, but I learned a lot from them. *Jamie C., OK*

There is always something to learn in life so the more you take in the more you have to work with when the situation comes into your life. With this course it gives you the knowledge of how to improve the way to respond to the information you are given from any caller or situation you might come into. Loved the course and would like to see officers who work the field also take it. *Christopher B., OK*

I have learned a great deal in this class. While my situation is more security related and I don't have to deal with the volume of calls that regular dispatchers deal with, I still have a very important job to do. One of the Navy Chiefs called me the nerve center of the base which is true. I will definitely use all of this information to train my other dispatchers to become more effective and make our department more professional and more appreciated by this command. *Elizabeth O., FL*

I am very excited and I look forward to becoming a great dispatcher. I do feel that I am prepared to handle all the situations that may come my way. Now that I have taken this course, I feel like I have the knowledge that I need to be successful, now all I need is the experience. *Patria D., FL*

I really enjoyed this class and found it very informative. I learned many techniques and responsibilities of a public safety dispatcher and look forward to pursuing my career in this field. I also enjoyed the classmate interaction and want to thank you all for the feedback. *Gretchen K., IL*

The Basic Telecommunicator Training course has given me some valuable information. The most useful information to me was the customer service and stress information. I will without a doubt be using the stress management techniques and will often think back to the customer service information when speaking with anyone in my city. *Matrenia H., FL*

I must say for the past 5 weeks taking this online course has truly given me a wealth of information regarding my new career as a 911 Dispatcher. Within the past 5 weeks, I have also been in a classroom training setting as well and your online class has filled in many gaps for me. Thank you! There was a lot of valuable information given that will definitely help me excel in my new career. *Stephen A., FL*

I enjoyed the class a lot and I have told a few others about the course. I think you gave us a lot of samples which were very helpful. *Sandra J., MO*

I think this class has been a great learning experience as to becoming a dispatcher as well as learning new techniques when accomplishing everyday goals. I think I've become more detailed to listening as well as picking up vital information when it has been given to me. I plan to take what I've learned over the past few weeks to pursue a career in dispatching as well as in the field of helping the public. *LouAnn T., NC*

I really enjoyed being in the class and interacting with everyone. I have learned a lot about the basics of telecommunication. I hope to take the skills and knowledge I have acquired here with me to a dispatch position in the near future. *Kristine B., TN*

I really enjoyed this class. The dispatches that we listened to were great ways to really understand the lessons that we were trying to learn. I appreciated Scott's honest feedback on our discussions. *Eva P., AL*

I think that this program has prepared me and taught me to be a better dispatcher by showing me flaws that I may not have seen before such as when handling a call that is high stress for everyone involved that I need to keep a certain level of calmness about myself. *Eric S., NH*