



**PEI-911 Online**

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### *Profile Evaluations, Inc.'s* **Hiring Right for 9-1-1**

I have got to admit that I have never taken a class that I have not learned “something” from, even if it was only don't take it again or recommend it. But this is one of the first times I have to admit that this class was learning from the very hello. I have enjoyed the material (yes, I enjoyed it) and have enjoyed my classmates and even the instructor. In the movie Varsity Blues one of the players, Billy Bob, could only rate this class as “a TEN, I GIVE IT A TEN.” *Dennis D., LA*

I wish this type of class had been available to me all those eons ago when I started interviewing and hiring here. It would have saved us so much time and money and effort in the long run. We have a good process in place currently, thank goodness. I have totally enjoyed working on this class. It has refreshed some things and given me some new ideas. Everyone had such marvelous input on all the lessons. I know that I will refer back to my book and use it as another tool in our bag of tricks to attract and keep the best employees. *Karen S., VA*

The materials in this course are excellent and I look forward to using them to propose a more focused and relevant hiring process in the future, which will hopefully help our retention by ensuring that good initial hires are capable of succeeding in this profession. *Richard L., MA*

There shouldn't be a 9-1-1 Center in the USA that isn't using the valuable tools you provide along with this course. Actually, I don't think anyone should interview 9-1-1 applicants without having successfully completed this course. *Sandy S., PA*

Way to go PEI! A homerun program for my buck! We have a lot of work to do to make our hiring program even better than what we thought it was. Without this program, we would have continued to struggle to find out where we were missing the boat and how we were going to make it better. Now with this program's direction we can make some significant changes and hopefully reap the benefits with more and better qualified final and successful CTO candidates. *Jeffrey O., CO*

I have taken online classes in the past and was not impressed with the amount of instructor involvement. This is definitely not true with this course. My questions were answered and the information provided back was very informative. I would recommend the class to others including my own staff. The exercises and assignments were challenging and relevant to a 9-1-1 center. *Angie S., NC*

This has been a great course! It has brought to light a number of things that might need to be revised or changed completely in order to improve our Communicator recruitment and selection process. I've learned some valuable information from the course material, but even more from my classmates. Thanks for providing such an organized and well laid-out course! *Molly K., Canada*

This is the first time I have taken an online class. I really learned a lot and am planning on keeping the materials close to me for any type of hiring or promoting that we do. I wish I had taken this class several employees and years ago! I also hope the county allows me to take more classes in the future! It was great to learn that our office is not the only one that goes through these frustrations. *Melissa H., NC*

Really enjoyed the course and the way it was presented. Although the department has a good hiring/training process already in place, I was given the opportunity to learn some reliable new ideas/techniques. I believe that it will help make the hiring/training process here even more successful. – *Brit C., GA*

I know that because of this course I will be able to conduct a better hiring process for any future candidates that I deal with. Implementing a better structure of questions for interviews and developing a rating system for reference checks will be the most obvious changes to what I already do. I believe that these additions will have an immediate benefit to my hiring process. I want to thank all of the participants involved for sharing their own agency's current policies on hiring. The time spent in coursework can be measured in hours, but the information I have gained is priceless! – *Bernard B., VA*

I used to dread the hiring process but now that I have this knowledge, I actually look forward to the next time we have to hire! I only wish I had this information years ago, as we would not have made the mistakes that we have. *Laurie S., IL*

This course is great. I never thought it would be as extensive and thought provoking. Another great job! *Mary M., IL*

This course has definitely given me tools to better our hiring process. We currently have no structured way of hiring and am hoping to implement all of what I learned here from the course as well as others in the course. Thanks to Candi for her time and concern regarding each and every person taking the course. *Paulette S., IL*

I am so appreciative for the opportunity to participate in this course. I have learned so much and I will miss participating in this Forum, it was great. *Marsha C., MI*

I appreciate the patience and willingness of the instructor to work with the students throughout the course. There are several valuable tools that I will be able to take with me and use to better our hiring process. *Rebecca M., TX*

This course was very beneficial for me. I had nothing to work with before starting the course. I now have documents and a sense of what to look for when looking for potential employees. Thank you so much for your help and thank all the other class members for their participation. *Melvin P., OK*