

WORKING WITH MULTIPLE STUDENTS

Work with one Trainee at a time giving 5 or more calls. Initially Trainers can use the '50 Scripts' to create scenarios



PHONE - Instructor will select a certain student to take **9-1-1** calls. That selected student will see a 'green' bar on the bottom of the screen, the other non selected student(s) will see a 'red' bar on the bottom of the screen. After a number of calls move to the next student for a number of calls.

The selected student will take the phone call while the observing (red bar) students listen to the interaction between the instructor and the green bar student. Both students will enter the call into their CAD screen. Both students can DISPATCH the call over the radio.

Only the '**green bar**' student can speak to the instructor on the phone, the others are muted.



CAD - All students will enter the call into CAD. The non selected student(s) will receive the address selected by the instructor (same information as the green bar student). All will need to enter their own data into all other fields such as Call Type and Narrative and Response for each call. The red bars cannot see the green bar's CAD entries, nor can the green bar see the red bar CAD entries.

The instructor can view any student on their 'connected view screen'. The instructor must bring up each student using VIEW STUDENT. All students can be brought up at once and minimized on the bottom task bar for later viewing - or stacked and moved around.

CAD entries will be saved in 'Student Log' folder on each student's desktop. This way you can print or save the work to contrast the differing narratives or selections for Call Types.



RADIO - Any student can use the radio to dispatch the call ... both red and green. The students can hear each other. The instructor can hear and answer each student's radio dispatch. The instructor should advise students to wait for a request to dispatch.

Listening isn't the best learning so this process intends to allow all students to hear the call, enter the call in CAD, and both dispatch out to the instructor when promoted to.

This type of learning will allow instructors to compare skill levels in the classroom setting.



RECORDING¹ - Recording folders on the desktop hold the rec files for phone and radio. The instructor will choose when to record. Because the phone mic is muted on the 'red bar' students, they cannot be recorded while the red bar exists on their station. Red bar students CAN be recorded for radio as all students can dispatch any call on the radio (only the instructor can hear each position, they cannot hear one another).



VIEWING STUDENTS SCREENS - Use VIEW STUDENT on the Instructor Screen above the sound effects. The student screens popup (behind the CAD screen) and must be drug over to the connected screen. Pile or reduce and then select which student to view. You can open all students and just reduce them to the bottom menu bar until needed to be seen.



SIGNING OUT - Individual students can sign out by clicking on the green man in the lower right. Another student can sign into the session.

¹Be sure to read the User Manual on operating the record feature and listening to the recordings



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IMPORTANT TO KNOW ABOUT THE RADIO WITH MULTIPLE STUDENTS



RADIO - Any student can use the radio to dispatch the call ... both red and green. The students cannot hear each other. The instructor can hear and answer each student's radio dispatch. The instructor should advise students to wait for a request to dispatch. "Student 2 (Jamie) dispatch the call." Only after all have dispatched should the next call come in.

Why are the other students blocked from hearing the other dispatches? The reason is so students do not copy one another.

Why have the red bar students dispatch at all? Listening isn't the best learning so this process intends to allow all students to hear the call, enter the call in CAD, and ALL dispatch out to the instructor when promoted to. Radio is a skill and Instructors should use Instructor Notes to evaluate each student and how they sound on the radio, if all info was sent out. The recordings can be played in class to compare and contrast radio voice and content from one to another.

Can one student act as a CALL TAKER and the other student act as the RADIO DISPATCHER? Yes that is a good replication of some agencies, other small agencies the call taker is the dispatcher too. Remember though if Student 2 is the call taker and Student 3 the dispatcher, Student 2 cannot hear Student 3 dispatch the call.



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How do I keep the recording organized for the portfolio for multiple students. Instructors should start the Replay Recorder and ASK each student by name to dispatch the call. Enter Instructor Notes using names.