



# Customer Spotlight Q&A:

## Rio Hondo College

Scott Jaeggi, EMT Program Director

### Overview

Located in Whittier, California, Rio Hondo College offers many strong career-technical programs, such as nursing, fire and police academies, automotive and alternative fuels, a full transfer curriculum, and basic skills courses. They service a wide range of local communities, including El Monte, Whittier, South El Monte, Pico Rivera, Santa Fe Springs, and Los Nietos. Rio Hondo's EMT program involves approximately 120 students and 5-6 EMT courses per year, along with 8-10 EMR courses per year for incoming students.

Scott Jaeggi is the EMT Program Director at Rio Hondo College, overseeing the planning and delivery of the college's EMT courses. Scott spoke with the Jones & Bartlett Learning Public Safety Group (PSG) about his experience with PSG products.

### What led you to use Public Safety Group as a provider? What sets Public Safety Group books apart from the competition?

Before 2017, we were using Brady books for our courses. One of my top students brought in one of the PSG books that he was using for self-study outside of class. He showed me where he felt the PSG book went more in-depth in providing information to answer the more difficult EMS questions. After reviewing it, I also felt that it went a bit further into the subject matter for each chapter. In 2017, we made the switch to PSG, using the main EMT and EMR books for our classes. Since making the switch, we feel our students have become more knowledgeable in the subject matter and better prepared for the National Registry exams.

#### PRODUCTS USED:

- *Emergency Care and Transportation of the Sick and Injured, Eleventh Edition (Premier Package)*
- *Emergency Care Responder: Your First Response in Emergency Care, Sixth Edition*
- *Fisdap Assessments*

### Key Benefits

- ✓ EMT Summer 2020 class achieved a 94% pass rate on the NREMT using the EMT 11th Edition book and Fisdap.
- ✓ Students gained better subject matter expertise and felt more prepared for the National Registry exams when using PSG books instead of Brady books.
- ✓ Tools within Navigate helped meet the needs of all different types of learners (visual, auditory, etc.)
- ✓ Better National Registry exam preparation when using Fisdap practice exams.

## Can you describe your experience with the Public Safety Group online learning system [Navigate]?

While we were originally using the Advantage package with our books, we switched to the Premier package for the extra tools included. As an instructor, I really like the Virtual Ride-Alongs and Simulations that help prepare students for what they can expect working in the field. The TestPrep tool is also great for helping students create custom practice tests to help them prepare for the National Registry exam. I also like being able to create quizzes for the class that can easily be incorporated into their grade.

Additionally, all our students have their own unique preferences when it comes to styles of learning. For example, some are visual learners who prefer reading their material, while others are auditory learners who prefer listening to lectures and readings. Navigate contains access to the eBook, which allows students to read their textbook on the go, and the audiobook, which allows students to listen to the chapter being read to them. There's a solution to meet everyone's preferred style of learning.

At the beginning of a course, we typically take time to introduce students to all the tools available within Navigate. This way, they understand what's available to help them, so they can choose to use whatever they feel is most useful for their studies.

---

## Can you describe your experience with Fisdap?

We've been using Fisdap since 2013. We've always found it to be the best program for helping students prepare for the National Registry exam. As instructors, we have no role in the delivery of certification exams; the best we can do is prepare our students with the knowledge they need and hope that it translates into a successful attempt on the exam. Fisdap gives us extra peace of mind by giving our students practice certification exams that mirror what they'll see on the NREMT exam.



**“Navigate contains access to the eBook, which allows students to read their textbook on the go, and the audiobook, which allows students to listen to the chapter being read to them. There’s a solution to meet everyone’s preferred style of learning.”**

## What keeps you coming back to Fisdap after all these years?

We've always gotten consistent results with Fisdap over the years when it comes to performance on the National Registry exam. In one of our recent summer EMT classes, we had a 94% pass rate on the exam, with 16 students graduating into the field.



**“ In one of our recent summer EMT classes, we had a 94% pass rate on the exam, with 16 students graduating into the field.”**

## Are there any final words you'd like to share with the Public Safety Group team or anyone considering using our products?

Another great benefit to using PSG products is the excellent support we have always received. Anytime we have had questions or concerns, the PSG team has been there quickly to address them. Additionally, during the COVID-19 pandemic, the PSG team provided us with customized support so that we could continue to train our students virtually while we were unable to meet in-person.

