



## 2005 – 2006 Career Planning Guide

### CRIMINAL JUSTICE

### Emergency Dispatcher

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**Shoreline Community College**  
16101 Greenwood Avenue North  
Shoreline, Washington 98133  
Length of Program: 90 credits, 6 quarters  
Completion Award: A.A.A.S. Degree

**Approximate Quarterly Costs**  
Check quarterly class schedule for Tuition Table  
Parking Fee Per Quarter (daytime) \$25  
Book prices vary widely. Average Quarterly Cost \$200  
Additional Instructional Fees \$25-\$85

**Enrollment:** Fall (recommended)

**Program Advisors:**

Lee Libby (206) 546-4549/Room 5373  
[llibby@shoreline.edu](mailto:llibby@shoreline.edu)

or Linda Forst (206) 546-4781/Room 5385  
[lforst@shoreline.edu](mailto:lforst@shoreline.edu)

**Criminal Justice Program Homepage:** <http://elmo.shore.ctc.edu/llibby/>

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**PROGRAM DESCRIPTION:**

The Emergency Dispatcher course (ED) is part of Shoreline's Criminal Justice Program. It includes some of the same core course work included in the Criminal Justice A.A.A.S. However, the course then focuses on the specific skills and techniques required for those interested in a career working specifically in the Emergency Dispatcher arena where value is placed on technical expertise with computers and keyboarding, critical thinking, problem solving, a calm demeanor, and the ability to multi-task. The program focuses on computer related technical skills, cultural awareness, human relations, relevant ethical and social issues, communications, and criminal justice education. In the second year, students will take successive Emergency Dispatcher \*\* courses, concluding with a one-quarter-long lab designed to train them to work in a 9-1-1 dispatch center. Students with previous course work may qualify to take only specific portions of the ED course.

*\*\* Students should not enroll in CrimJ 210,211 and 212 as stand-alone classes without pursuing either the AAAS degree or the Certificate of Proficiency. Any questions in this regard should be directed to the instructor teaching the course or the Criminal Justice Program Director.*

**PROGRAM OUTCOMES**

Students who successfully complete this program will be able to:

1. Apply basic theories of police operations and organization.
2. Communicate effectively within the criminal justice system using current 9-1-1 communications technology
3. Communicate effectively with the public in high stress situations using current 9-1-1 communications technology

**CAREER OPPORTUNITIES**

The employment outlook is very good with job growth expected to continue over the next decade. Graduates can be employed by municipal, county, or regional public safety communications centers. In King and Snohomish counties there are an estimated 700 public safety call-taker and/or dispatcher positions. Successful employment in many agencies is dependent upon passing competitive entrance examinations and meeting various medical requirements. The work can be high-stress but rewarding both personally and financially for those who are properly trained and psychologically suited for the work. Students who are proficient in more than one language are particularly hireable in this occupation. Entry-level salaries average approximately \$17.00 per hour with frequent opportunities for overtime.

**This is a Criminal Justice related career path and students considering criminal justice careers should consult with a criminal justice advisor early and obtain a copy of the Criminal Justice Career Suitability Index before investing substantial time and money on a criminal justice related education.** Applicants for most jobs in the criminal justice field should expect a thorough background investigation before being hired.

# CRIMINAL JUSTICE PROGRAM: EMERGENCY DISPATCHER

Shoreline Community College: A.A.A.S. Degree

## PROGRAM PREREQUISITES

High School Diploma or GED

English 100 or ASSET test at that level

<b>General Education Requirements (23 credits)</b>			
			<u>Cr / Qtr /Gr.</u>
Eng	101	Composition	5 ___ ___
CIS	105	Computer Applications	5 ___ ___
IAStu	202	Soc. Of Minority Groups	5 ___ ___
IAStu	282	Gender/Viol/Soc. Change	5 ___ ___
PE	292	First Aid & Safety	3 ___ ___

<b>Non-Criminal Justice Core Requirements (23 credits)</b>			
			<u>Cr / Qtr /Gr.</u>

SpCmu	101	Speech Communication	5 ___ ___
Psych	100	General Psychology	5 ___ ___
BusTC	100	Beg. Keyboarding	5 ___ ___
BusTC	103	Speed Keyboarding	4 ___ ___
BusAd	112	Essentials of Human Rel.	2 ___ ___
HUMDV	130	Stress Mgmt.	2 ___ ___

### Recommended Course of study for A.A.A.S. students

<b>Police Communications Course Core Requirements (44 credits)</b>			
<b>First Quarter</b>			<b><u>Cr /Qtr / Gr.</u></b>
CrimJ	131	Intro to Criminal Justice	5 ___ ___
Phil	248	Ethical Issues in Crim.Just.	5 ___ ___
<b>Second Quarter</b>			<b><u>Cr/ Qtr/ Gr.</u></b>
CrimJ	133	Criminal Law	5 ___ ___
CrimJ	132	Police Records & Report Writing	4 ___ ___
<b>Third Quarter</b>			<b><u>Cr./Qtr/ Gr.</u></b>
CrimJ	249	Police Operations	5 ___ ___
<b>Fourth Quarter</b>			<b><u>Cr./Qtr/ Gr.</u></b>
CrimJ	210	ED I – Intro to Operations Systems and Technology	5 ___ ___
<b>Fifth Quarter</b>			<b><u>Cr./Qtr/ Gr.</u></b>
CrimJ	211	ED II – 911 & Emergency Call Screening	5 ___ ___
CrimJ	138	Juvenile Justice	5 ___ ___
<b>Sixth Quarter*</b>			<b><u>Cr./Qtr/ Gr.</u></b>
CrimJ	212	ED III – Call Processing Techniques and Lab	5 ___ ___

<b>Total Credits Required</b>	<b>90</b>
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*Students should follow this suggested schedule for the Emergency Dispatcher Course Core Requirements. Students should also consult regularly with their assigned academic advisor to review course selections to ensure that the General Education Requirements and the Non-Criminal Justice Core Requirements are taken at the appropriate times in conjunction with the Police Communication Core Requirements.*

Comments: \_\_\_\_\_  
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Student Name _____	
Student ID # _____	
<b><u>APPROVAL TO GRADUATE</u></b>	
Advisor _____	Date _____
Division Dean _____	Date _____
Credentials Approval _____	Date _____