



# NAEMT COURSE COORDINATOR GUIDE



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## OVERVIEW

This introductory section provides an overview of the role and responsibilities of the course coordinator.

### Purpose of Guide

The purpose of this guide is to provide new course coordinators with the information they need to effectively coordinate NAEMT courses and for current course coordinators to use as a resource to support their role in coordinating courses. Course coordinators provide a vital service to NAEMT, their training centers and their students. We have designed this orientation to help course coordinators be as effective as possible.

### Role of Course Coordinator

The course coordinator is employed or contracted by an NAEMT training center to organize, prepare, coordinate, and conduct NAEMT courses. Course coordinators must be qualified as an approved instructor for the NAEMT course they coordinate.

### Course Coordinator Qualifications

Coordinators are required to:

- Be an experienced EMS instructor.
- Have knowledge and experience in coordinating EMS courses.
- Have knowledge of the process required to assemble and meet all course logistical requirements.
- Be an approved NAEMT instructor for the course being conducted.
- Have knowledge and clinical experience relevant to all course content.

### Responsibilities of Course Coordinators

Listed below are the responsibilities of a course coordinator:

- Organize, coordinate, prepare, and budget for course materials, facilities, equipment, and faculty.
- Supervise all preparations for the course, including set up and breakdown of classrooms and equipment.
- Ensure that registered students are eligible to attend, in compliance with course requirements.
- Ensure current instructor status of all course faculty.
- Provide the appropriate number of instructors to meet the instructor-to-student ratio requirement for the course.



- Assign instructors to teach specific portions of the course (e.g., lessons, skill stations, patient simulations, activities).
- Ensure that all course materials are presented in an effective fashion.
- Communicate in a clear and courteous manner with a diverse group of course participants and faculty.
- Ensure accurate submission of all pre-course and post-course paperwork and reports, including appropriate documents and payment to NAEMT Headquarters within thirty (30) days of course completion.
- Issue cards and certificates, generated through NAEMT's online Education Portal, to students within thirty (30) days post-course.
- Provide on-site course oversight or appoint a qualified lead instructor to provide oversight.
- Recognize problems in the classroom and address them in a timely and appropriate manner.
- Adhere to all NAEMT policies and procedures for administering NAEMT courses.
- Ensure that all students complete a course evaluation form upon completion of the course.
- Advise NAEMT Headquarters in writing of any problems with courses, faculty, and/or any relevant field information, in a timely manner.
- Maintain copies of all relative course paperwork from the course, including course evaluations, for at least five years, and make this paperwork available to NAEMT upon request.
- Advise NAEMT Headquarters of current contact information.

Failure to comply with these responsibilities will result in the Training Center not being allowed to conduct courses until all outstanding paperwork and fees are received by NAEMT Headquarters.

# NAVIGATING THE NAEMT EDUCATION PORTAL

This section will review NAEMT’s online course administration system, which we refer to as the “NAEMT Education Portal.” Additional details about how to use the Portal can be found in the User Guide for Coordinators located in the Secured Documents Folder.

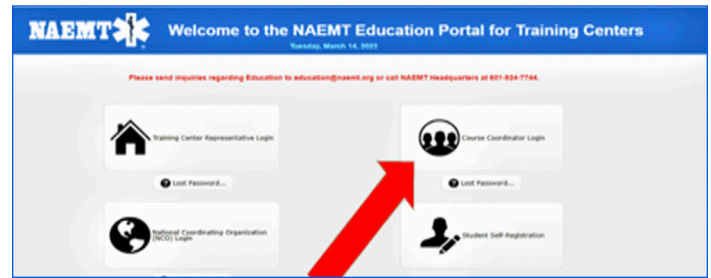


## Course Coordinator Login Process

- Course coordinators need to be familiar with several features of the NAEMT Education Portal. The NAEMT Education Portal can be accessed through the NAEMT website by clicking the Course Administration button located in the upper right corner of the NAEMT website (<https://naemt.org/>).



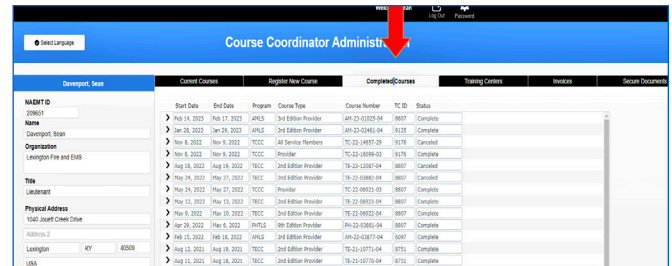
- Once on the Course Administration page, click on the Access NAEMT Education Portal button to access the Portal login page.
- Once on the Portal login page, click on the Course Coordinator login button and enter your username and password. Your username is your unique NAEMT ID number. Your password was generated when you were approved to be a course coordinator. If you don’t remember it, click on lost password on the Portal login page and a temporary password will be sent to you.



## Coordinator Portal and Course Administration Features

Once logged in, you will be on the Course Coordinator Administration page, which has several sections that you will use to administer courses for which you serve as the Course Coordinator:

- Go to Current Courses to view approved, in-progress courses; pending course applications; and cancelled courses. Click the arrow to the left of the course to view course details.
- Go to Completed Courses to view courses for which the roster has been submitted and the invoice has been paid.



- Go to Training Centers tab to view the training center(s) at which you are approved as a course coordinator; and the courses for which you are approved to coordinate at the respective training center(s).
- Go to Invoices to view the invoices for courses for which the roster has been closed and submitted.
- Go to Register courses to enter the information needed to register a course. You will be asked to provide start date and end date for the course, the name of the training center, course type (the specific course you will conduct), the name of the course medical director, number of students, whether it is open or closed to the public, and the name of the Affiliate Faculty (if instructor candidates will be monitored).
- Upon approval of a course application, NAEMT will assign a course number. A confirmation email will be sent to you, and the approved course and course number will be listed under Current Courses in the Portal.

## Entering Instructors, Candidates, Adjunct Faculty and Students to Course Record

Once the course is approved, you can click the arrow to the left of the course to go to the Course Information screen where you can add instructors, instructor candidates, subject matter experts and students to the respective course roster.

- **Add instructors:** In the "Instructors" tab, click the ADD (+) button. The "Add Instructors" screen will appear. You can choose a field or fields to search for instructors by typing a value in the chosen field(s) and then click the Search button. Records meeting the search criteria will appear underneath the search box. Locate the instructor you wish to add to the roster and click the Select button to the right of the instructor's name to add the instructor to the course roster. A message will appear asking if you wish to "Add more" or "Complete" and return to the course details screen.
- **Add Instructor Candidates:** Follow the same steps above in the "Instructor Candidates" section to add Instructor Candidates.
- **Add Adjunct Faculty (SME):** Follow the same steps above in the "Adjunct Faculty (SME)" section to search for and add adjunct faculty (SMEs). If you do not find the adjunct faculty (SME) when searching existing records, follow these steps to add a new record to the system:
  - > From the "Adjunct Faculty (SME)" screen, click the Add (+) button to get to the "Add Subject Matter Experts to Courses" screen. Click the button to "Add Subject Matter Expert MANUALLY". After doing this, you will see a message asking you to attest that you have attempted to search for an SME.
  - > If you choose to continue, a screen will display allowing you to enter information about the SME.

- > When finished, press "Done". If set up correctly, you will return to the "Add Subject Matter Expert to Courses" screen with no message displaying
- > Repeat steps 1-3 for each new SME record you wish to add. 5. Click the Back arrow in the upper left-hand corner of the "Add Subject Matter Expert to Courses" screen when you are done.

- **Add Students:** Follow the same steps above in the "Students" section to add students to the course roster. Click the Add (+) button and you will see the "Add Students to Course Rosters" screen. You can choose a field or fields to search for existing student records by typing a value in the chosen field(s) and then click the Search button. Records meeting the search criteria will appear underneath the search box. Locate the student record you wish to add to the roster and click the Select button to the right of the student's name to add the student data to the course roster. A message will appear asking if you wish to "Add more" or "Complete" and return to the course details screen. NOTE: If you do not find the Student record when searching existing records,

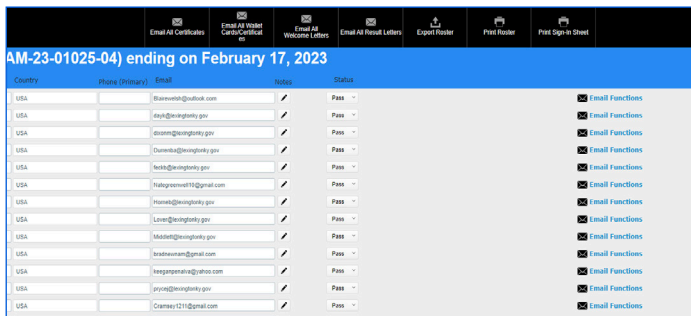


follow these steps to manually add a new record to the system:

- > From the "Add Students to Course Rosters" screen, click the Add (+) Student button. You will then see a message asking you to attest that you have attempted to search for an existing student record.
- > If you choose to continue, a screen will display allowing you to enter student information.
- > When finished, press "Done". You will return to the "Add Students to Course Rosters" screen.
- > Repeat steps 1-3 for each new student record you wish to add.
- > Click the Back arrow in the upper left-hand corner of the "Add Students to Course Rosters" screen when you are done.

- **Edit Student Data:** To edit or enter student data in roster, click on the arrow to the left of the course for which you wish to edit or enter student data. This will take you to the “Course Information” screen. In the “Students” section, you can view a list of the students entered into the respective course roster where you can enter pre or post test scores and indicate Pass or Fail; indicate if an education voucher was used and enter voucher number; and click the student icon to edit the respective student record.

In this section, you can also choose to “View Active List” of students in the roster. This will take you to the “Student Registration” screen where you can Export the course roster; and generate and email the following communications to all students in the roster: Welcome Letters; Result Letters; Wallet Cards/Certificates.



### Secure Documents Tab in Portal

In the Secured Documents tab, you will find the documents needed for the course(s) you are approved to teach. In addition, you will find generic forms, such as student evaluation forms, etc. The portal allows you to filter the documents by language so that you can easily obtain the documents you need for your course.

- **Test Generator:** Also in the Secured Document tab, you can choose “Request Test”, enter the course and course type, and a unique test and answer key will be emailed to you.



## COORDINATING AN EFFECTIVE COURSE

### Best Practices in Preparing For a Course

Based on feedback from experienced course coordinators, here is a list of tips and best practices for running an effective NAEMT course.



<b>45 Days out</b>	Schedule the date(s) for the course, arrange for instructors, and assign instructors to lessons, patient simulations and skills stations, as needed.
<b>30 Days out</b>	Register the course in the NAEMT Education Portal.
<b>30 Days out</b>	Make sure your students have all required textbooks and/or course manuals.
<b>14 Days out</b>	Reconfirm your instructors’ participation and course assignments.
<b>14 Days out</b>	Make sure students have the location of course, the course schedule, and all required course materials.
<b>1-2 Days out</b>	Remind students and instructors of the course location and schedule.

Consider using a group chat with instructors for reminders and information.

### Strategies For Effective Coordination During a Course

- Advise your students as early as possible on course completion requirements.
- Have classroom facilities appropriate to the number of students attending.
- Classrooms should be safe for all faculty and participants; well-lit and comfortable; and with adequate space for lectures, skills stations, and scenarios.

- Have audio-visual equipment, training equipment, and supplies as required to facilitate a successful NAEMT education course.
- Course coordinators should be prepared to provide a safe classroom environment for the diversity of students that may participate. (Slide 32). Practice inclusivity through:
  - Acknowledging and respecting every student.
  - Communicating with awareness and sensitivity.
  - Using relatable examples to connect to real world issues.
  - Being aware of diverse students and accommodating them accordingly.

### Time Management

One of the most common challenges when conducting an NAEMT course is keeping everything on track and on schedule. It can be difficult, especially if you are both teaching and coordinating the course, as many course coordinators do.

- Good time management starts with your pre-course communication with instructors. Provide the instructors with the schedule of how much time they have to complete each lesson or patient simulation. If you have new instructors or instructors with whom you have never worked before, reach out to schedule a meeting to discuss your expectations for the course and their role. This helps to set a clear expectation before the class starts and gives the instructor an opportunity to ask questions.



- During the class, if instructors are going over their allotted time or finishing early, provide coaching on how to stay on time. If instructors are going too long, you may want to determine the reason. For example, are they sharing too many personal experiences with the class? If an instructor is completing a lesson early, consider looking at the lesson content.

Are they moving too quickly because there is a lack of content knowledge (their own) or is there a lack of student engagement? Both are easy fixes with guidance. Most instructors welcome feedback, so don't be afraid to set the tone for your class.

- For instructors that really struggle with time management, consider holding up cards in the back of the room to cue the instructor when 10, 5, or 1 minute(s) remains in the time allocated for the lesson. Another tool for keeping instructors on time is the use of a slide advancer or "clicker" that has a built-in timer. The tool will buzz or vibrate to notify the instructor when 10, 5, or 1 minute(s) is left.
- Another reason for courses getting off schedule is student engagement. Sometime students can be very quiet, or other times they can become bogged down in discussion. For quiet students, consider asking the class a question and then counting to 7 in your head. Don't be afraid of a bit of awkward silence! Students will step up once they know you are waiting for them and are not just going to give the answer. You can always use students' names to ask questions; just make sure you are asking questions appropriate to that student's EMS training level. And remember, you are the role model for staying on time. You can't ask your instructors to stay on time if you don't do it yourself.

### Classroom Management

Not only are you working to keep your class moving along but you are also likely setting up simulations, preparing rosters, and ensuring the content being delivered matches the curriculum.

- Strive to empower your instructors to manage the classroom. All instructors should have completed the NAEMT Instructor Preparation Course, which details many of the student challenges they may encounter. Before stepping in to address a classroom challenge, first encourage your instructors to manage the situation.
- There may come a time where you do need to have a crucial conversation with an instructor about how they manage classroom situations. Sometimes instructors forget those important lessons from the Instructor Preparation Course and allow a situation to derail the learning environment. The best times to help an instructor get back on track are the moments right after their lecture or during a break. If the instructor continues in a fashion that does not promote a positive learning experience for students, then you can determine if you want the instructor to continue teaching the course or if the

lessons need to be reassigned to someone else. You are expected to speak up and inform the instructor when expectations for NAEMT faculty conduct are not being met. However, the conversation should be confidential between you and the instructor. Always remember to coach in private and celebrate in public.

### Planning For the Unexpected

Despite even the best plan, there will be times when the unexpected occurs. Use the PACE (primary, alternative, contingency, emergency) acronym to set yourself up for success. The primary plan refers to what you intend to have happen (and have planned for). However, we have all had to come up with an alternative, contingency, or emergency plan before. Make sure you consider potential things that could go wrong and ensure you have your PACE plans ready.

- In EMS, it's not uncommon for an instructor to get held over on shift or called out for a shift. Knowing the other NAEMT instructors in your area who can help fill in last minute is really important. If no one is available and you have exhausted your list of nearby NAEMT instructors, be sure you have a list of subject matters experts who may be available to come teach a lesson, including your training center or course medical director. Communication ahead of time is really important to ensure you know who is scheduled, but do have a backup plan just in case.
- Technology is another area where you can apply the PACE concept. Be sure to have a zip drive of the PPT slides for all course lessons as your primary plan. However, if that doesn't work, save the files on a cloud-based resource, such as Google Drive, that can be accessed from any computer with an internet connection. A technology failure is one of the biggest fears of an instructor, so be sure to arrive early enough to check the technology and have a way to deliver the content if neither your primary plan nor your alternative plan works. Remember that you should have contingency and emergency plans ready to implement!



### Post Course Best Practices

- Evaluations - conduct an analysis of the post-test after all students have completed their exam to identify high miss questions. Review the exam results as a group with your instructors and discuss areas where you all feel you could improve future instruction to benefit the students' experience. Also review the student evaluations as a group and discuss opportunities to improve course delivery.
- As soon as possible, complete the roster by inserting the written test scores and indicating whether students have passed or failed the course. Also verify the accuracy of the instructors listed on the roster. Be sure to list any adjunct faculty and instructor candidates who participated.
- For hybrid courses, students should provide a certificate of completion of the online portion of the course. Enter the post-test score that is listed on the certificate.
- Keep a record of documents for each course completed. NAEMT requires that course documents be maintained for 5 years. Download your final roster and add it to your final course packet. Your final packet should contain at a minimum:
  - > Confirmation letter
  - > Final Roster
  - > Answer sheets for final written test/skills evaluations
  - > Course evaluations
  - > Receipt of paid invoice



## FREQUENTLY ASKED QUESTIONS

Here are some frequently asked questions about using the Education Portal that you may find helpful:

**What is the best way to obtain a certificate for a student when the course date is not available?**

**Answer:** If you can at least get the month the student was in the course, go to your 'Completed Courses' link on the educational portal and look for that course to pull up the roster. You can then go through the same process you did to send out the original card/certificate. If the rosters have been downloaded and saved to your computer, you can search your document files for the student's name and files in which the name is found will be identified. If you are unable to locate the student record, you can contact [education@naemt.org](mailto:education@naemt.org) for assistance.

**How do I get added to a Training Center other than the one I am currently affiliated with?**

**Answer:** A Training Center Representative can add a qualified instructor to their training center record in the NAEMT Education Portal. If you wish to align with another training center, contact the center's representative to let them know to add you.

**How can I find out who is an NAEMT instructor in my area / state?**

**Answer:** Click on the blue arrow next to the course you wish to add instructors to. On the Approved Instructors tab, click on the '+' sign on the left side of the box. You can then search for approved instructors for the respective course by name, NAEMT ID #, email, city, state and/or country. Click the Search button and a list of approved instructors for the respective course that meet the search criteria will be displayed. You can then click on select to add the instructor to your course roster.

**Can we scan all documents and keep a digital folder?**

**Answer:** Yes. This is recommended if you do not want to keep large paper files in a cabinet.

**What is the difference between an Instructor led (2 days) and Hybrid course, specifically in terms of staff preparation and learning outcomes?**

**Answer:** A hybrid course is still "instructor led," but instead of a 2-day commitment, you only have one. Students complete 8 hours of didactic instruction online and attend a 1-day in-person course for skills and patient simulations. You would still need the same equipment and supplies you would use for your skill stations and scenarios in a 2-day course, but the lessons and written test are completed online prior to the skills/



simulations. Preparing your instructors is still key, no matter the style of the course.

**Is there a single repository for instructor materials like blank rosters and blank evaluation forms and others?**

**Answer:** Yes. Instructor materials such as course outline, schedule, equipment list, and instructor manual are available in the Instructor Toolkit which is purchased and made available in your PSG account. Other instructor resources for the respective courses are available in the Secure Documents tab in the NAEMT Education Portal, including the Student Evaluation Form and Participant Registrant form. Tests are also generated in the Secure Documents tab by clicking the "Request Test" button and choosing the course and course type, and then click "Generate". A unique test will then be emailed to your email address on file. You can also open your course, click on 'View Active List', and you'll see your roster and student sign-in sheets.

**If the name of one student was written incorrectly and the course was already closed, how can we fix it?**

**Answer:** For 45 days post-course, a coordinator can open a course roster under 'Current Courses'; find a student, and click on the icon under 'CAPCE' to edit student data, including test scores. Once changes are made, click on 'Return to List.' You can then re-issue the certificate/card. To update a student record more than 45 days post-course, you may contact [education@naemt.org](mailto:education@naemt.org) and provide the course ID number and the misspelled name, along with the correct spelling. A coordinator can edit student data, including name, email, and score, in a 'Current Course' roster by clicking the blue arrow to the left of the course, opening the student record by clicking the icon below 'CAPCE' beside the student's name, and editing the data. After edits are made, click 'Return to List'. Note: Coordinators cannot change student data in a Completed Course. If



changes to student data are required in a 'Completed Course' roster, contact [education@naemt.org](mailto:education@naemt.org) with the requested change, including course number.

***Does the training center get a notification when someone files a course using the ID number?***

**Answer:** Yes, the Training Center Representative and Course Coordinator will get an email every time an NAEMT course is approved. Once a course request has been sent in, it will populate in the Training Center's account in the Educational Portal. You can also login to the NAEMT Education Portal as a Course Coordinator and view courses for which you are listed as the coordinator.

***Is there a way to extract all the required info from the platform such as confirmation letters, invoices paid, student rosters, and faculty assigned to course into one document?***

**Answer:** Yes, most of this information is available in the NAEMT Education Portal and can be downloaded prior to closing the course. You should save this information so you have access in case someone loses a certificate and needs it re-issued. However, it cannot be downloaded as one document.

## Secure Documents

Other resources for course coordinators that can be found in the Secure Documents section of the NAEMT Education Portal:

- a. [NAEMT Training Center Guide](#)
- b. User Guide for Coordinators
- c. [NAEMT Instructor to Student Ratios](#)
- d. [Policy on Use of NAEMT's Name and Logos](#)

## NAEMT Membership

NAEMT instructors receive a 25% discount on NAEMT membership, providing access to full member benefits. View benefits at: <https://naemt.org/join/member-benefits>

## Questions and Assistance

For assistance contact us at by email at [education@naemt.org](mailto:education@naemt.org) or by phone at 601-924-7744.

