



Customer Spotlight Q&A:

California State University, Sacramento

Brad Hunt, Lead Instructor
and Clinical Coordinator for the EMT Program

Can you tell us about your organization and your role there?

During the time I was working for California State University, Sacramento, I was the lead instructor and clinical coordinator for the EMT program.

What do you like about the *Emergency Care and Transportation of the Sick and Injured, Twelfth Edition (EMT 12E)* textbook compared to other options in the market?

The new *Twelfth Edition* addresses the most recent changes in policy and medical technology. Much attention is given to provider safety and real-life experience in the “words of wisdom,” which tend to be spot on. My students like having access to the eBook and audiobook, which provides them with options amongst platforms. My instructors and skills adjuncts are able to redeem an access codes and have full access to my course through Navigate, saving me time.

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PRODUCTS USED

Emergency Care and Transportation of the Sick and Injured, Twelfth Edition

Key Benefits

- ✓ Felt the updates in the *Twelfth Edition* address the most recent changes in EMS policy and medical terminology.
- ✓ Students, instructors, and adjuncts all enjoyed the depth of resources offered through the Navigate Learning Management System.
- ✓ Credited part of the school’s 92% first-time NREMT pass rate to students’ success using the test bank questions to prepare for the NREMT exam.
- ✓ Received top-notch customer service from the Public Safety Group sales team.

What do you like about the Navigate platform? What do your students like about it?

Navigate is, by far, my favorite LMS (Learning Management System). The learning curve initially was quite steep, but tech support was ALWAYS able to help me in making Navigate very user-friendly.

What kind of success have you seen using the Public Safety Group EMT 12E training solution?

The material is perfectly designed for those who have little to no understanding of EMS. In addition, the instructor's toolkit provides additional resources to assist teaching methods or quickly reference material for positive feedback. The test bank questions have been proven to prepare students for the NREMT exam; our 92% first-time pass rate for NREMT is an example of how well the question bank prepares students for test day.

How has your experience been working with The Public Safety Group sales and customer service teams?

Hope Gottlieb and Makenna Lane are some of the most dedicated individuals I have ever dealt with in education. They have never missed responding back to me and are quick to help me beyond my expectations. They're a great group of account managers.

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