



## Customer Spotlight Q&A:

### Contra Costa College

**Chris Coughlin**, Paramedic Program Director

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

I am the Paramedic Director for Contra Costa College, located in the San Francisco Bay Area.

#### What sets the Public Safety Group (PSG) EMS textbooks apart from the competition?

PSG has the most comprehensive suite of resources in EMS (Fisdap, PEPP, Navigate Test Prep, EMT and paramedic textbooks, PHTLS, and more). The Navigate platform is intuitive and easy to navigate. The instructor and program director resources are outstanding and growing regularly.

#### What do you like about Navigate TestPrep?

Navigate TestPrep provides questions similar to what students will see on the national certification exam. The ability to custom build self-assessments using the NREMT criteria is extremely useful. Students can choose to revisit missed questions and track their improvement over time.

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#### PRODUCTS USED

- *Navigate TestPrep*
- *Emergency Care and Transportation of the Sick and Injured*
- *Nancy Caroline's Emergency Care in the Streets*
- *Fisdap*
- *Prehospital Trauma Life Support*
- *Pediatric Education for Prehospital Professionals*

#### Key Benefits

- ✓ Enjoyed the most comprehensive suite of EMS solutions available from one provider
- ✓ Prepared students with practice questions similar to what they see on the NREMT certification exams through Navigate TestPrep
- ✓ Received excellent customer service from the PSG sales and customer service teams

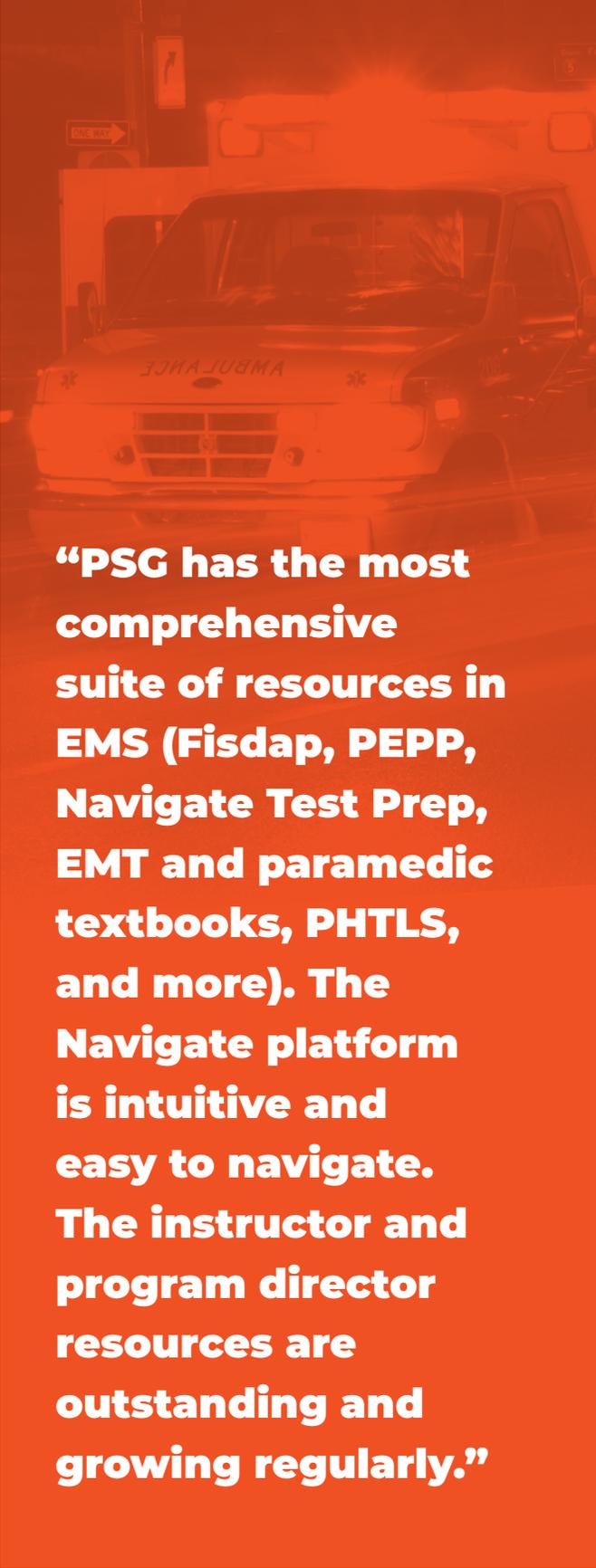
## How do your students like Navigate TestPrep?

TestPrep provides the students their first exposure to NREMT-style practice questions that focus on higher levels of learning. As a result, they DON'T like it at first. That's exactly what I think it's supposed to do. As the students' knowledge and test-taking skills improve, they appreciate what TestPrep has to offer.

Students can custom build self-assessments and repeat them as many times as they like. TestPrep provides the "sets and reps" students need prior to taking the certification exam.

## Are there any closing words you'd like to share with people considering using PSG products?

Once you have selected the textbook you will use, things will start to fall into place. It's like buying a car. You select the model first, then the trim level. PSG has excellent customer services folks to help with the selection and implementation process. I've never been subjected to any high-pressure sales tactics. If you email your customer service rep for info or technical assistance, you can expect to get a response within one business day.



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