

Customer Spotlight Q&A

Jason Marquez, EMT-P

President and CEO, First Response Training Group
Orlando, Florida

Please tell us about your role and experience in EMS and Fire and what led you to create an EMS agency and a fire academy.

I began my EMS career in 2000, working for EMS in NYC before relocating to Florida in 2005. Since the early 2000s, I have been dedicated to teaching EMTs and Paramedics. Recognizing a need for a public safety-focused college in Central Florida, I founded First Response Training Group (FRTG) in late 2011 and early 2012. As the President and CEO, I am an EMT/Paramedic educator at heart; my passion for teaching has kept me actively involved in the classroom ever since. Today, FRTG is the largest privately owned Public Safety College in Florida, boasting one of the state's highest pass rates and the most significant number of graduates.

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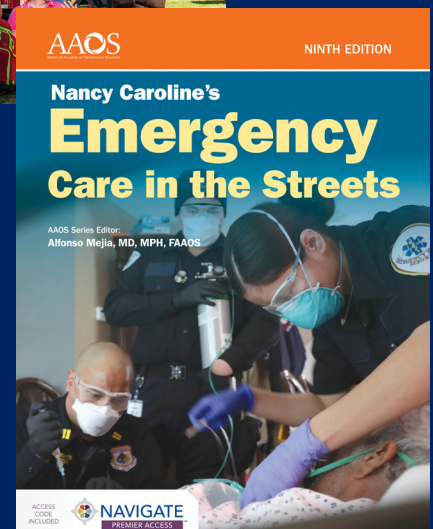
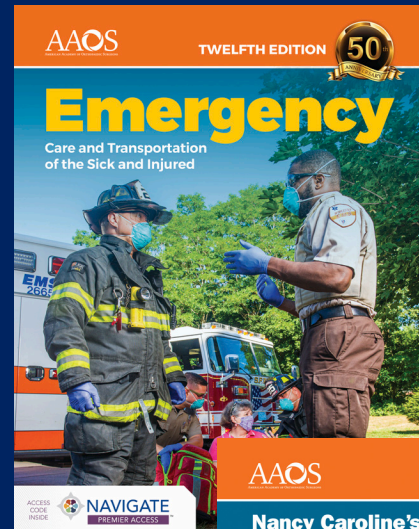
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PRODUCTS USED

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

Nancy Caroline’s Emergency Care in the Streets, Ninth Edition



Which EMS training resources have been critical to your instructors' and students' success?

We are often asked about the key to our high pass rates. My answer is always the same: while many factors vary from cohort to cohort, one constant is our choice of textbooks and test banks. Since day one, we have relied on the *Emergency Care and Transportation of the Sick and Injured* textbook for EMT training and *Nancy Caroline's Emergency Care in the Streets* for paramedic training. These resources have played and continue to play a major role in our success.

Congratulations on winning the Florida Association of EMS Educators' Program Director of the Year award for the second consecutive year! You thanked Jones & Bartlett Learning for "constant support and assistance" and cited the role of the Jones & Bartlett Learning Public Safety Group EMS resources, including Fisdap. How have the team and these resources met and exceeded your expectations?

Every product or collaboration is flawed. However, our concerns are always addressed when we identify an issue with a question, website, test bank, or any other aspect. We work together to create the best possible product for all students. We actively review new materials, and our feedback is valued. This sense of inclusion is precious to us as a customer.

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Do you have an example or two of a student whose progress has made you incredibly proud?

We recently had a student who enrolled in our EMT and Fire Academy programs. This student had previously attended another program and struggled with the EMT portion. We identified their weaknesses and emphasized that overcoming these challenges would require immense effort and dedication, including after-class hours and weekends. We committed to supporting them every step of the way. Many nights, we stayed until 2 AM and returned by 7 AM. It was no easy task, but this student never quit or complained over four months. I'm proud to announce that this individual is now a firefighter EMT with Kissimmee Fire Rescue.

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Key Benefits

- ✔ Jones & Bartlett Learning Public Safety Group resources consistently play a major role in the agency's success.
- ✔ *Emergency Care and Transportation of the Sick and Injured, Twelfth Edition* and *Nancy Caroline's Emergency Care in the Streets, Ninth Edition* contribute significantly to students' 94% pass rates.
- ✔ The agency's instructors work with the PSG team to offer the best possible learning experience for the agency's EMS and fire students.
- ✔ The Jones & Bartlett Learning test banks help students focus their learning and pass the NREMT exams.

“Utilizing Jones & Bartlett Learning Public Safety Group test banks, we identify [students’] areas of weakness and work intensively to bring them up to speed.”

How do First Response Training Group’s EMS instructors help students pass the NREMT exams the first time?

At First Response Training Group, the EMS profession is vital to us. We offer a free class each year for students struggling to pass the NREMT exam. Many of these students come from other colleges and have difficulty passing the exam. Over five days, we bridge the gap in their knowledge. Utilizing Jones & Bartlett Learning Public Safety Group test banks, we identify areas of weakness and work intensively to bring them up to speed. This program boasts a 94% pass rate.

What advice do you have for instructors who want to engage students in learning and instill confidence?

As educators, we must first “motivate, then educate.” We recognize that each student learns differently, and it’s our responsibility to adapt to what works best for them, as their success is our success. Times have changed and will continue to do so, requiring us to seek better ways to convey information continuously. We are not just educators but mentors, coaches, and sometimes the voices of reason. However, it’s crucial that we also listen to our students along the way. Set your bar high and encourage them to reach for the stars.



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