



The findings in this report stem from the EMS Midterm Survey distributed to student(s) during the Fall 2021 term. As part of an ongoing effort to improve the EMS program, this survey was developed to (a) identify the factors that supported or hindered students' progress towards program completion, and (b) use the findings to develop quantitative instrument for on-going program self-evaluation. A total of 67 valid online surveys were received and analyzed. A limitation to consider when reviewing these results is that completing an evaluation was optional for attendees.

The findings presented within this report are organized around two surveys: Survey A and Survey B. Survey A was distributed to EMS students with an 80 percent or more passing grade, while Survey B was for those students who are below 80 percent.

### Demographics

What is your age?	Survey A (≥80%)		Survey B (<80%)	
	#	%	#	%
18-19	13	40.6	17	48.6
20-22	9	28.1	11	31.4
23-24	2	6.3	2	5.7
25-29	4	12.5	3	8.6
30+	4	12.5	2	5.7
<b>Total</b>	<b>32</b>	<b>100.0</b>	<b>35</b>	<b>100.0</b>

Are you Hispanic, Latinx or of Spanish-speaking origin?	Survey A (≥80%)		Survey B (<80%)	
	#	%	#	%
No	17	53.1	14	40.0
Yes	15	46.9	21	60.0
<b>Total</b>	<b>32</b>	<b>100.0</b>	<b>35</b>	<b>100.0</b>

Which of the following best describes you? (Select all that apply)	Survey A (≥80%)		Survey B (<80%)	
	#	%	#	%
American Indian, Alaskan Native, Native American	0	0.0	0	0.0
Asian, Asian American	1	3.3	0	0.0
Black, African American	0	0	2	6.3
Native Hawaiian, other Pacific Islander	1	3.3	1	3.1
White, Caucasian	23	76.7	18	56.3
Other (please specify)	5	16.7	11	34.4

Your gender?	Survey A (≥80%)		Survey B (<80%)	
	#	%	#	%
Male	24	75.0	24	68.6
Female	8	25.0	11	31.4
Non-binary	0	0.0	0	0.0
Choose not to identify.	0	0.0	0	0.0
<b>Total</b>	<b>32</b>	<b>100.0</b>	<b>35</b>	<b>100.0</b>

## Survey A Qualitative Findings:

First, we'd like to learn what **SUPPORTED** your progress THIS SEMESTER? This can include things you've done or participated in. Anything helpful your professors or classmates did or provided. Anything EMS, another academic dept. or student service did or provided.

### Course Layout/Accessibility/Activities Identified

- Course Format/Lecture
  - "JBL- Interactive lectures"
  - "The Pronto service made it extremely easy to communicate with both the students and the instructor".
- Skills/Hands-on
  - "I showed up to other EMT classes to get more time on Skills"
  - "I enjoyed the skills stations and mini evolutions and all of it combined to be an experience that I will never forget"
  - "The simulations that were done this semester were very helpful"
  - "Getting to use the equipment to practice was invaluable"
- Ride Along
  - "The ride outs that I went on were critical for my learning"
  - "Ride outs were definitely very helpful in understanding what we are studying for"
- Study Group(s)
  - "I believe I definitely benefited from the study group that I and some fellow classmates participated in together."
  - "I participated in a student study group that met 2-3 times weekly."
- Study Guides/Quizzes
  - "Study guides for midterm and final"
  - "JB Bartlett review chapter quizzes"
- Misc.
  - "Receiving direct feedback and instruction from first responders was very helpful"
  - "Books being free from the book store definitely helped out in the long run"

### Campus and/or Instructor(s) Support Identified

- Communication
  - "Professors and instructors answer questions as quickly as possible and are always ready to give help and advice in the class"
- Instruction Style
  - "Amazingly helpful providing details and explanations on the chapters we have covered this semester"
  - "Broke everything down and if you didn't understand he would stay with you until you understood"
  - "Gave me the right tools and detailed lectures to gain the knowledge to pass the course"
- Instructional Support
  - "Gave me tips that changed my understanding on things and allowed me to better understand the material"
- Misc.
  - "All the instructors for the Saturday class were great and helped a ton with all the skills"
  - "Provided real life examples from his experience as an EMT/Paramedic, which helped putting things together"

### Self, Family and Classmate Support Highlighted

- Support
  - "Having support from my fellow students and my teachers really helped me feel better about myself throughout this whole course"

### Miscellaneous support Highlighted

- Professor told great stories, made the information engaging and memorable

Next, what do you think **HINDERED your progress THIS SEMESTER?** This can include things you didn't do or didn't participate in. Anything your professor or classmates didn't do or didn't provide. Anything EMS, another academic dept. or student service(s) didn't do or didn't provide.

### Course Layout/Accessibility/Activities Identified

- Course Format/Lectures
  - “Not being able to go over some topics over a two week span to better understand certain those topics and apply in the skills”
  - “Instructors all said different things on different skills and concepts which could be confusing”
- Ride Along
  - “No ride-outs due to unvaccinated status”
  - “I didn't do ride-outs”
- Skills/Hands-on
  - “more time to practice with the equipment; pharmacology skills testing took up some of that time”
  - “lack of clinicals we were able to participate in”
- Study Habits
  - “Not going to Study groups probably the most”
  - “I wish I went to the study groups that some students did”
- Course Materials
  - “Not having books and supplies at the start of the semester”

### Campus and/or Instructor(s) Identified

- Instruction Style
  - “I feel like it was hard to stay on top of things throughout the semester because the instructors weren't always on the same page and we were behind schedule at times”
  - “Instructors were not all on the same page as far as information about what we were learning or how to do certain skills”
  - “Instructors all said different things on different skills and concepts which could be confusing”
- Communication
  - “Communication with some professors for the asynchronous classes, and overall course layout for the asynchronous classes”

### Self, Family and Classmate(s) Identified

- Employment
  - “The only thing I think hindered my progress was work”
  - “What hinder me the most was work I work night shift so it's harder to study”
- Study Habits/Time Management
  - “My study habits in the beginning of the year were not the best but once I changed those I started to do a lot better”
  - “Lack of time. I just wish I had more time at home during this semester to work on reviewing in details every single data”
- Absences
  - “Missing even one of these classes means that you miss out on learning and practicing the skill for that day. I had to work extra hard on the two days that I missed to make sure I did not fall behind”

### Miscellaneous Hinderers Highlighted

- “Honestly just adjusting back from online school to actually in person since the COVID 19 pandemic”

**Did you participate in any team processes THIS SEMESTER?** For example study groups, tutoring, zoom meetings with professors and/or industry professionals.

- Study Groups (n=19)
- Zoom Meetings (n=7)
- Simulations/team exercise (n=1)
- Tutoring (n=1)

**Please tell us why you didn't participate in any team processes.**

- Time was very limited due to work
- I didn't feel that I needed to.

## Survey B Qualitative Findings:

First, we'd like to learn what **SUPPORTED** your progress THIS SEMESTER? This can include things you've done or participated in. Anything helpful your professors or classmates did or provided. Anything EMS, another academic dept. or student service did or provided.

### **Course Layout/Accessibility/Activities Identified**

- Course Format/Lecture
  - *"Pronto really helped me in this class because if I had any questions off campus, there was fast responses"*
  - *"the skills instructors ensuring everyone understood how to properly complete each skill."*
- Hands-on/Ride Along
  - *"What supported my progress the most was the hands on learning experience and being able to directly ask my teacher questions to the provided materials"*
  - *"The ride-outs were incredibly valuable in understanding how everything we learned in class is actually applied in the real world"*
- Study Group(s)
  - *"I did study groups that really helped me understand the assignments and information given during lectures"*
  - *"A few of the skills instructors offered to help students outside of class with skills and studying"*
- Study Guides/Materials
  - *"Professors gave a lot of study materials if a student needed some"*
  - *"Something the professor provided that helped were her powerpoint slides"*

### **Campus and/or Instructor(s) Identified**

- Communication
  - *"my professors were really understanding with me when I was struggling or would miss points they would remind me I had upcoming assignments"*
- Instructor Time
  - *"A few of the skills instructors offered to help students outside of class with skills and studying. It was incredibly nice of them to go out of their way to ensure we had the knowledge and skills needed"*
  - *"I really liked how he had private meetings with each and every one of his students, to talk about our progress"*
  - *"I even had Instructor [name] stay with another student and I for extra hour just to help us on back-boarding"*
- Instruction Style
  - *"I was fortunate enough to have a great teacher [name] he really guided and supported me all throughout my time in his class."*

### **Self, Family and Classmate Highlighted**

- Family Experience(s)
  - *"This semester I was greatly supported by family members, friends, teammates and class mates, to keep me going and improve where I could."*

### **Miscellaneous Highlighted**

- *"Prior to my semester of spring 2021 I attended a week long program called Redlands emergency services academy this academy gave me the opportunity to spend time with officers Firefighters and ems on ridealongs and there every day lifestyle."*

Next, what do you think **HINDERED your progress THIS SEMESTER?** This can include things you didn't do or didn't participate in. Anything your professor or classmates didn't do or didn't provide. Anything EMS, another academic dept. or student service(s) didn't do or didn't provide.

### Course Layout/Accessibility/Activities Identified

- Course Format
  - *"I did not feel as though we had adequate time to cover all of the chapters in depth, therefore I felt underprepared for the exams."*
  - *"I believe what hindered my progress is honestly not being familiar at all with EMS. It's a lot of information to take in at once in a short amount of time"*
  - *"the timing for each EMT course was very limited and didn't allow us to get through each teaching"*
- Skills/Hands-on
  - *"Had I participated more with hands on training I feel I would have been hindered less."*
  - *"Last semester it was all in me it felt so overwhelming going into EMS program with no knowledge"*
- Study Groups
  - *"Things that hindered my progress were not participating in the study halls "*
  - *"I should have used more of the offered time to study that the instructors and other students offered outside of class "*
- Study Guides/Materials
  - *"books that were required came in a delayed time not allowing me to read subjects that were required"*
  - *"We were given "study recommendations" 4 days before our final that I felt wasn't enough time to use it effectively"*

### Campus and/or Instructor(s) Identified

- Instruction Style
  - *"I honestly had a difficult time with learning because with the professor that i had he picked and choose how long he wanted to talk about a subject that was a knowledge check that he specifically told us not to worry about when i wanted to learn as much as possible and he skimmed through the chapter so quickly that there wasn't any main key points to take out of the chapter "*

### Self, Family and Classmate(s) Identified

- Employment
  - *"Working two jobs and lack of sleep"*
- Study Habits/Time Management
  - *"Something that hindered my progress this semester was not participating more and not asking for clarification when needed"*
  - *"I feel like i could've stayed during breaks to keep learning, because some things I didn't really get or understand"*

### Miscellaneous Hinderers Highlighted

- *"I didn't really participate on skills lab because I was shy so next time u know I have to take this serious and participate"*

Did you participate in any team processes THIS SEMESTER? For example study groups, tutoring, zoom meetings with professors and/or industry professionals.

- Study Groups (n=20)
- Zoom Meetings (n=5)
- Meeting with Professor (n=2)
- Tutoring (n=3)

Please tell us why you didn't participate in any team processes.

- I did not know if there were study groups or not, and I did not sign for tutoring, because I needed help with class work not skills work.
- I was trying to catch up on the homework assignments all the time.

Category	Survey A (≥80%)		Survey B (<80%)	
	Supported Theme	Hindered Theme	Supported Theme	Hindered Theme
Course Layout /Accessibility/Activities	<ul style="list-style-type: none"> <li>Course Format/Lecture</li> <li>Ride Along</li> <li>Skills/Hands-on</li> <li>Study Group(s)</li> <li>Study Guides/ Quizzes</li> <li>Misc. (free books)</li> </ul>	<ul style="list-style-type: none"> <li>Course Format/Lectures</li> <li>Course Materials</li> <li>Ride Along</li> <li>Skills/Hands-on</li> <li>Study Habits</li> </ul>	<ul style="list-style-type: none"> <li>Course Format/Lecture</li> <li>Hands-on/Ride Along</li> <li>Study Group(s)</li> <li>Study Guides/ Materials</li> </ul>	<ul style="list-style-type: none"> <li>Course Format</li> <li>Skills/Hands-on</li> <li>Study Groups</li> <li>Study Guides/Materials</li> </ul>
Campus and/or Instructor(s)	<ul style="list-style-type: none"> <li>Communication</li> <li>Instruction Style</li> <li>Instructional Support</li> <li>Misc. (real life examples)</li> </ul>	<ul style="list-style-type: none"> <li>Communication</li> <li>Instruction Style</li> </ul>	<ul style="list-style-type: none"> <li>Communication</li> <li>Instruction Style</li> <li>Instructor Time</li> </ul>	<ul style="list-style-type: none"> <li>Instruction Style</li> </ul>
Self, Family and Classmate	<ul style="list-style-type: none"> <li>Support</li> </ul>	<ul style="list-style-type: none"> <li>Absences</li> <li>Employment</li> <li>Study Habits/Time Management</li> </ul>	<ul style="list-style-type: none"> <li>Family</li> </ul>	<ul style="list-style-type: none"> <li>Employment</li> <li>Study Habits/Time Management</li> </ul>
Highlighted Student Comment(s)	<p><b>Supported</b>  <i>“The Pronto service made it extremely easy to communicate with both the students and the instructor”</i></p> <p><i>“I participated in a student study group that met 2-3 times weekly”</i></p> <p><b>Hindered</b>  <i>“Instructors all said different things on different skills and concepts which could be confusing”</i></p> <p><i>“More time to practice with the equipment; pharmacology skills testing took up some of that time”</i></p>		<p><b>Supported</b>  <i>“A few of the skills instructors offered to help students outside of class with skills and studying. It was incredibly nice of them to go out of their way to ensure we had the knowledge and skills needed”</i></p> <p><i>“I really liked how he had private meetings with each and every one of his students, to talk about our progress”</i></p> <p><b>Hindered</b>  <i>“I did not feel as though we had adequate time to cover all of the chapters in depth, therefore I felt underprepared for the exams. ”</i></p> <p><i>“I didn’t really participate on skills lab because I was shy so next time u know I have to take this serious and participate”</i></p>	
Recommendations based upon the hindered themes	<ul style="list-style-type: none"> <li>Encourage study groups and check in on those who have yet to join</li> <li>Ensure availability of textbook(s) and supplies at the beginning of each course</li> <li>Increase clinical practices</li> <li>Increase practice time with equipment</li> <li>Increase ride-outs (impacted due to covid)</li> <li>Instructor(s) communication is taught in a consistent manner across all courses.</li> <li>Promoting new and innovative study habits/tips</li> <li>Re-review previously taught skills/equipment to help retain information.</li> </ul>		<ul style="list-style-type: none"> <li>Due to the fast past, maybe coming up with (if not already doing so) a weekly or biweekly classroom group to go over recent scenario trainings and/or hands-on practices.</li> <li>Encourage study groups and check in on those who have yet to join one</li> <li>Ensure adequate time to cover all teachings/ chapters (felt rush or didn’t cover some chapters)</li> <li>Felt ill prepared at start of program; suggest a one/two-day workshop for mini deep dive into EMS, possibly on a Saturday.</li> <li>Instructor(s) communication is taught in a consistent manner across all courses</li> <li>Study guides and study recommendation in advance of final or midterm date.</li> </ul>	
Additional recommendations based upon findings	<ul style="list-style-type: none"> <li>A one- or two-day pre-program academy for a mini-EMS deep dive with simple handouts, scenarios and hands-on experience, possibly over the weekend.</li> <li>If not already doing so) a weekly or biweekly classroom group meetup to review recent scenario trainings and/or hands-on practices.</li> </ul>			

**Note:** The text in Red font represents the carryover themes and recommendations identified from the Spring 2021 survey results.

<sup>1</sup>Appendix A – Survey A Responses

Note: If a response fits multiple categories, it was included in multiple sections

Supported Progress-Survey A (n=34)
<b>Course Layout/Accessibility/Activities</b>
I believe I <b>definitely benefited from the study group</b> that I and some fellow classmates participated in together.
I participated in a <b>student study group</b> that met 2-3 times weekly.
I showed up to other <b>EMT classes to get more time on Skills</b> . Our professor helped us get ready for the Final Test.
I think <b>working in a squad helped considerably</b> . <b>Having a team provide support</b> was extremely helpful.
<b>JBL- Interactive lectures</b>
My instructors were incredible. The <b>ride outs that I went on were critical for my learning</b> . I enjoyed the <b>skills stations and mini evolutions and all of it combined to be an experience</b> that I will never forget.
Peer <b>organized study groups</b> , and open flow communication.
Personally, <b>study groups with my classmates and exceptional instructors in the EMT</b> helped me succeed this semester. Previous
<b>Pronto!</b> Where the whole class can talk to each other, really helped.
<b>Ride outs were definitely very helpful in understanding what we are studying for</b> . Also receiving direct feedback and instruction from first responders was very helpful.
<b>Study groups with peers, weekly quizzes, lectures from professor</b> , reading the book.
<b>Study groups, skills day</b> , and helpful classmates.
<b>Study guides for midterm and final, zoom study groups</b> , JB Bartlett review chapter quizzes
The books being free from the book store definitely helped out in the long run.
The <b>Pronto service made it extremely easy to communicate with both the students and the instructor</b> . Our instructor, [name], was phenomenal. She was one of the most supportive and engaging instructors I have had in a very long time.
The <b>simulations that were done this semester were very helpful</b> . We also had study groups and instructors that were always willing to answer questions.
Getting to use the equipment to practice was invaluable
<b>Campus/Instructor(s)</b>
The teachers and curriculum is engaging and enjoyable to be involved in. <b>Professors and instructors answer questions as quickly as possible and are always ready to give help and advice in the class</b> .
Instructor [name] <b>gave me the right tools and detailed lectures to gain the knowledge</b> to pass the course.
She was <b>one of the most supportive and engaging instructors</b> I have had in a very long time.
[name] was amazingly helpful providing details and explanations on the chapters we have covered this semester. <b>In addition he also provided real life examples from his experience as an EMT/Paramedic</b> , which helped putting things together and analyze what is best to do in a given situation.
Helpful professor and classmates
Crafton Hills EMT program is amazing!! I loved every minute of it! [name] <b>broke everything down and if you didn't understand he would stay with you until you understood</b> . [name] is amazing and straight to the point, and overall the environment is amazing
The teacher that helped me out the most was instructor [name]
My teacher was a great help to me in learning about the material. He <b>gave me tips that changed my understanding on things and allowed me to better understand the material</b> .
All the <b>instructors for the Saturday class were great and helped a ton with all the skills</b> .
Definitely the instructors
All of the instructors and resources they provided.

<sup>1</sup> Key words in bold were utilized to identify categories and narrow down themes.



[name], along with Instructors [name] were extremely helpful and supportive. I know without their help I wouldn't have made it through this semester.
The <b>instructors provided all the resources and knowledge I needed to get through</b> , and my classmates helped when the instructors were busy.
<b>Self, Family and Classmates</b>
The students were very helpful.
Always <b>having support from my fellow students and my teachers really helped me feel better about myself throughout this whole course</b> as well as the study material my teacher provided really helped out.
<b>Misc.</b>
Professor told great stories, made the information engaging and memorable. Classmates were supportive and helpful in practicing together. <b>Getting to use the equipment to practice was invaluable.</b>
I am motivated by not having the financial ability to retake the class of I failed.
<b>Hindered Progress-Survey A (n=31)</b>
<b>Course Layout/Accessibility/Activities</b>
I wish there had been <b>more time to practice with the equipment; pharmacology skills testing took up some of that time. I got caught up in waiting to test for one station when I should have chosen to practice with other equipment I've only touched once.</b>
The <b>lack of clinicals we were able to participate in.</b>
<b>Not being able to go over some topics over a two week span to better understand certain those topics and apply in the skills</b> or if a test covered those topics in a question.
I think the customer service class is unnecessary and that should upon appeal to ICEMA should be removed. This is a waste of time even though the instructor was amazing, the idea of the class can be rolled into the main EMT class.
One thing that hindered progress would just have to be the amount of days we missed on skills although it was nobody's fault.
Prior to midterm, things were very chaotic with the number of students. After it became smoother and easier to learn.
<b>Not going to Study groups</b> probably the most.
<b>I wish I went to the study groups</b> that some students did.
<b>No ride-outs</b> due to unvaccinated status.
<b>I didn't do ride-outs</b> and I missed one day.
<b>Not having books and supplies at the start of semester</b> , cohort classes were really lengthy, hard to contact cohort class instructors.
<b>Campus/Instructor Support</b>
<b>I feel like it was hard to stay on top of things throughout the semester because the instructors weren't always on the same page</b> and we were behind schedule at times.
The <b>instructors were not all on the same page as far as information about what we were learning or how to do certain skills</b>
Also <b>instructors all said different things on different skills and concepts which could be confusing</b>
I think the only thing that hindered my education this year was campus closures, but those were out of any ones control.
<b>Communication with some professors for the asynchronous classes, and overall course layout for the asynchronous classes.</b>
<b>Self, Family and Friends</b>
I should have put <b>more time into reading the EMT book more because it had every thing I needed to know</b>
If I was even a little sick, I could not come to class due to COVID-19. <b>Missing even one of these classes means that you miss out on learning and practicing the skill for that day. I had to work extra hard on the two days that I missed to make sure I did not fall behind.</b>
The only thing I think <b>hindered my progress was work.</b>
<b>Lack of time. I just wish I had more time at home during this semester to work on reviewing in details every single data</b> that was transmitted to us via book, professor, and labs.



What hinder me the most was work I work night shift so it's harder to study
My study habits in the beginning of the year were not the best but once I changed those I started to do a lot better.
Myself. Either not studying as much as I could have or doing more. Regardless I'm proud of getting an A in the class
Instead of being on my phone. take a couple minutes to study.
Anything that hindered me was from personal things like work. The school didn't hinder me at all.
Nothing really hindered my learning this semester. Personally I feel I was given all the tools for success and I took advantage of those resources effectively. After speaking with a few classmates however, some stated that a few professors would answer questions asked by students in a condescending manner. I feel that this can make some students afraid to ask clarifying questions.
<b>Misc.</b>
Nothing in this class would hinder the progress. It's hard work to complete the class but nothing hinders one to strive and do well in the class.
I do not believe anything hindered my progress
I had a great experience in these courses.
<b>Honestly just adjusting back from online school to actually in person since the COVID 19 pandemic</b>
Nothing
Nothing! Everything was perfect

<b>Participated Processes (For example: study groups, tutoring, zoom meetings with professors and/or industry professionals.) (n=26)</b>
All of the students would get together on zoom and help everyone study.
As a class we study
Class mates heled zoom
Class zoom meets and study groups (2)
Going to Another EMT class
I did some of the study sessions my classmates set up.
I lead multiple study groups.
I participated in study groups, zoom calls, and just our actual skills groups
I was part of multiple simulations during the semester and team exercise.
My squad had a group text and study sessions on our skills multiple times throughout the 17 weeks.
Review sessions prior to midterms and finals were extremely helpful, study guide reviews in class with the professor.
Ride outs
Student-lead study group
Study group that would meet 2-3 times per week.
Study groups (5)
Study groups, zoom meetings.
Study sessions with classmates and patient assessments with classmates
Texting other students pictures, video and questions. Meeting with faculty to ask questions.
Tutoring
We did have one class day on a zoom meeting because the campus was closed
Zoom, study groups
Zoom, study groups, peer meet ups on campus and off campus to practice and study.
<b>Please tell us why you didn't participate? (n=3)</b>
Time was very limited due to work
Work mostly! I really didn't have the time
I didn't feel that I needed to.

<sup>2</sup>Appendix B – Survey B

Supported Progress-Survey B (n=40)
<b>Course Layout/Accessibility/Activities</b>
The study groups that fellow classmates put together, as well as the skills instructors ensuring everyone understood how to properly complete each skill. Also instructor [name] did a fantastic job teaching all the material and made class a great experience.
This semester my <b>classmates helped me by forming study groups and meeting at least once a week outside of school.</b>
The teachers were very supportive throughout the semester. I've participated in <b>many study groups</b> encouraged by instructors. <b>Professors gave a lot of study materials if a student needed some.</b>
<b>The lectures and scenarios</b> helped
[name] was very helpful i would do study groups almost everyday.
Something that helped support me this semester is working in groups with my fellow peers. I also believe [name] was a really big help in making me understand different calls.
I really enjoyed this last semester, I got to <b>view different things like learning how to do CPR, and getting First Aid certified. I enjoyed learning more about the human body and learning the different terms.</b>
The <b>hands on</b> is always good for me to learn.
<b>Pronto really helped me in this class because if I had any questions off campus, there was fast responses.</b> Also study groups with classmates supported me in this class.
Study sessions with classmates
<b>What supported my progress in EMS during the semester was quizlet and meeting with another EMS student to go over material after lectures.</b> Something the professor provided that helped were her powerpoint slides.
<b>Condensed powerpoints</b>
What <b>supported my progress the most</b> was the hands on learning experience and being able to directly ask my teacher questions to the provided materials.
I <b>participated in a study group that met at least 3 times per week.</b>
<b>A few of the skills instructors offered to help students outside of class with skills and studying.</b> It was incredibly nice of them to go out of their way to ensure we had the knowledge and skills needed. <b>The ride-outs were incredibly valuable in understanding how everything we learned in class is actually applied in the real world.</b> [name] did an excellent job at giving us the resources needed in order to do well and succeed.
As classmates we got together and formed study groups. <b>The skills instructors provided tutoring outside of class when needed.</b> My Professor offered several extra credit opportunities.
I would always study with my EMT classmates outside of school.
The information that was given helped alot and watching videos that had to do with EMS was a major plus.
During this semester I did study groups that really helped me understand the assignments and information given during lectures.
I did study groups with my fellow student.
<b>Campus/Instructor(s)</b>
With my time in the EMS course I learned a lot of helpful abilities such as how to stop bleeding, trauma scenarios and what to do, even how to suction an airway all because of the specific hands on learning and use of EMS equipment. The Instructors I had for my course where nothing short of great, motivated, and were always willing to go the extra mile as long as the student was. <b>I even had Instructor [name] stay with another student and I for extra hour just to help us on back-boarding.</b>
[name] was the greatest instructor I have ever had.

<sup>2</sup> Key words in bold were utilized to identify categories and narrow down themes.

I was fortunate enough to have a great teacher [name] he really guided and supported me all throughout my time in his class. I really liked how he had private meetings with each and every one of his students, to talk about our progress. Some of the students in my class held study groups, as well as [name] at least once a week.
Aside from the professor teaching the course and using real life examples, I did not participate or have any sort of aid.
I participated in the EMS program and my professors were really understanding with me when I was struggling or would miss points they would remind me I had upcoming assignments and even one of my teachers gave me an extension on a big assignment.
<b>I believe the quizzes every week were a little stressful to understand while having the other class online.</b> But it was my first year starting college so I'm slowly getting used to it.
My professor didn't tell us what we should be studying, kinda left us out to dry.
<b>Self, Family and Classmates</b>
<b>What I found that supported me during the semester was my classmates</b> they helped answer all my question and remove any of my concerns.
The experiences and stories from family about their journey into this career field and especially coming from High School after the program I was in high school. I also loved the amount of information provided to me through my time in the EMS program.
<b>This semester I was greatly supported by family members, friends, teammates and class mates,</b> to keep me going and improve where I could. Being in the Mens waterpolo team in Crafton Hills was a great place to learn team work and get along with new people. While being in Fire Tech class I was able to visit stations and learn a little about a firefighters daily life.
I participated in all of the classes It helped when she made us participate
<b>Prior to my semester of spring 2021 I attended a week long program called Redlands emergency services academy this academy gave me the opportunity to spend time with officers Firefighters and ems on ridealongs and there evey day lifestyle.</b> This academy taught me that I want a career in public service and that no matter what route you take becoming an emt is a big step for furthering a carrier.
What I believe hindered my progress this semester besides the obvious Covid situation would be my self discipline. <b>I have realized that I am pushing matters to last minute and it is beginning to effect me,</b> so I am working little by little to get back on track with my discipline.
Definitely didn't go over things i didn't understand, which was a very big mistake
Second guessing myself.
I want to take more time in this class and study more and ask for help when i need it.
My professor didn't help us study more
I was really distracted during my classes. It was hard to keep up in class and I don't know how to study. My professors were fine it was my fault.
<b>Misc.</b>
More in depth explanation on certain subjects would be better to understand certain materials.
I learn a lot about EMS and how important it is to save life's and make right decisions. I also learn better in class instead of online.
While studying for the midterm I and multiple other students formed a study group with two other students that have taken the class a prior semester and studied with a copy of the midterm they screenshoted after they finished the test. I assumed that the midterm would be different every year so I studied with them. When I took the midterm most questions were verbatim for the test we studied. The following class professor [name] said that he got a report that multiple people cheated on the midterm I told him that I and multiple other people studied off of a midterm I told him the names of the other people then was asked to withdrawal from the class. I then had an interview with the dean on the topic of academic integrity following the midterm I told the panel that I had the prior semesters midterm and that I expected the test that I took to be different from the one I studied they excused me and told me If I want to reenroll in the course I would need permission from [name]

Hindered Progress-Survey B (n=26)
<b>Course Layout/Accessibility/Activities</b>
What made it difficult was the covid protocols keeping me away from classes and not allowing me to fully immerse myself in the teachings. And the <b>timing for each EMT course was very limited and didn't allow us to get through each teaching.</b> I can't forget to mention all the <b>books that were required came in a delayed time not allowing me to read subjects that were required.</b>
<b>Online classes with no teacher interaction whatsoever</b>
<b>Sitting in class and not doing any hands on work.</b>
I think all the side classes takes attention away from our main course
<b>I did not feel as though we had adequate time to cover all of the chapters in depth, therefore I felt underprepared for the exams.</b> There were several chapters that the instructor did not have time to teach us in class that we were told to cover on our own time. <b>We were given "study recommendations" 4 days before our final that I felt wasn't enough time to use it effectively.</b> Our instructor refused to reopen previous quizzes after a student asked if we could review them in preparation for the final, because he said "they would not be useful since we will never see those same questions ever again." When we took the final, there were at least a handful of questions that were repeated from the quizzes. I understand and acknowledge his reasoning to not reopen the previous quizzes, however it would have been helpful to be able to learn from my previous mistakes if he was going to add them into our final exam anyways.
The <b>biggest hindrance for me is the speed the class move at.</b>
<b>A lot of information was passed by quick which was harder to understand</b>
I think it was the bulk of the class itself that hindered me, more specifically how much there is to take in. <b>The class moves fast so you have to stay at a decent rate just to keep up especially with scenario training. Had I participated more with hands on training I feel I would have been hindered less.</b>
<b>Last semester it was all in me it felt so overwhelming going into EMS program with no knowledge.</b> The professor was great teacher amazing and made you feel comfortable to ask her anything! Everything was great I just wasn't ready.
<b>Campus/Instructor(s)</b>
<b>I honestly had a difficult time with learning because with the professor that i had he picked and choose how long he wanted to talk about a subject that was a knowledge check that he specifically told us not to worry about</b> when i wanted to learn as much as possible and he skimmed through the chapter so quickly that there wasn't any main key points to take out of the chapter
<b>Self, Family and Friends</b>
I think the thing that hindered me most would be <b>letting outside things in life distract me from class, and not allowing myself the proper amount of time for the work included with the class.</b>
<b>I didn't look for outside support besides from my classmates.</b> I should have looked for other resources.
During this semester there was some obstacles for me with a particular class. It was my own mistake, that I owned up to, I learned from my mistake. I don't think there was any classmates or professors that didn't provide enough info. The academic department was very helpful This semester.
<b>I know I should have practiced every day</b>
We always tried to participate in anything and everything if i got the wrong answer in front of everyone i was always sure to have my hand up to learn.
I believe <b>what hindered my progress is honestly not being familiar at all with EMS. It's a lot of information to take in at once in a short amount of time.</b> I also think just being stressed in the class instead of being calm.
I think what <b>hindered my progress was that I just wasn't ready for it all, maybe the way I studied wasn't good enough either.</b>
I feel like <b>i could've stayed during breaks to keep learning, because some things I didn't really get or understand.</b> Information would go in through one ear and come out the other. So I feel like I could've done more to improve my skills and learning.

I didn't really participate on skills lab because I was shy so next time u know I have to take this serious and participate. Instructor did a good job otherwise.
<b>Working two jobs</b>
Something that hindered my progress this semester was not participating more and not asking for clarification when needed. Another thing was I had taken a small break from school beforehand and went straight to taken 6 classes which became a bit overwhelming.
I only hindered myself, I did not manage my class work efficiently to were I would have succeeded.
<b>Working two jobs and lack of sleep</b>
Things that hindered my progress were not participating in the study halls, that had to be the most hurtful thing I did to myself last semester and not studying nearly as hard as was needed to satisfy the test
I should have used more of the offered time to study that the instructors and other students offered outside of class.
<b>Misc.</b>
There wasn't a lot that hindered my progress. Everything was provided by the school.

<b>Participated Processes (For example: study groups, tutoring, zoom meetings with professors and/or industry professionals.) (n=24)</b>
A study group with classmates in the emt break room one hour before every class
Group study
I found a small group of other students in which we all studied together.
I had 1 on 1's with my professor to help further educate me and get his advice on areas that I was struggling to grasp the concept on.
I had study groups with a couple of my classmates
I participated in a few tutoring and study group sessions.
I participated in study groups & zoom meetings
I stayed once for tutoring
I took part in study groups with classmates as well as meeting up with a skill instructor.
I was apart of the mens waterpolo team and we did a lot of team bonding along with the coaches and other aquatic advisors to become a lot stronger of a team. Whenever one of use needed help and another person was able to we helped each other out, whether that was school, sports or personal.
I was in study groups to helps memorize information and ask for help
I was part of study groups and student groups. I was involved in many team scenarios that pertained and enabled learning.
I would meet up with another EMS student after lectures to go over material and any time I was confused I would ask her for help.
In my class we had team study groups outside of campus.
Making quizlets
Meeting with professors for Fire Technology, other firefighters in the career service, opportunity to speak about the profession.
Quizlets
Studied with classmates
Study group almost every day
Study groups (6)
Study groups and tutoring.
The group activites regarding team lifts, first impressions and other procedures with the professionals, I attended the zoom meeting that were in place of the regular classes

Zoom meetings (2)
Zoom meetings Study groups
<b>If you weren't part of any, why not? (n=5)</b>
I did not know if there were study groups or not, and I did not sign for tutoring, because I needed help with class work not skills work.
I didn't participate because i was working.
I didn't have the time with my work schedule.
I was trying to catch up on the homework assignments all the time.
No time