NUMBERED MEMO CC26-009

TO: Senior Continuing Education Administrators

FROM: Dr. Andrew Gardner
              Associate Vice President, Workforce Strategies

SUBJECT: State Board WCE & CCR Course Approvals

DATE: **February 20, 2026**

On **February 20, 2026**, the State Board approved new Workforce Continuing Education courses for placement in the Combined Course Library. See Attachment A for detailed information.

Colleges are reminded that new and modified courses must be downloaded to the local course library (XUIC) and applied to local course copies (XULU). These processes are a mandatory workflow following all State Board changes to the Combined Course Library. Staff requiring assistance on the course download/update process should access the "Curriculum Management for Continuing Education User Guide" (KB0010403) in ServiceNow for a step-by-step guide.

If you have questions concerning the courses or if you have questions regarding the process for submitting a new course or requesting a modification to an existing course in the CCL, send an email to the Workforce and Continuing Education Programs at WCERequests@nccommunitycolleges.edu.

Cc: Dr. Brian Merritt, Senior Vice President and Chief Academic Officer
        Chief Academic Officers
        Continuing Education Officers
        Continuing Education Registrars
        Registrars
        System Administrators
        Planners
        Public Safety Directors
        Workforce Development Leadership Committee Members

Attachment A
Workforce and Continuing Education and College & Career Readiness
New Course Approvals, Modifications, and Tier Designations

Request for New Course 1 of 4

Requesting College or Agency: Catawba Valley Community College

Course ID	Course Title	Recommended Hours	Program Area	Tier/ Workforce Sector
EME-2111	911 Communications and Operations I	64	R42 – Multiple Agency Response	Tier 3/ Public Safety and First Responders

Description:	This course is designed to introduce the student to the role of a telecommunicator and the duties and responsibilities performed by the first responder in the public safety system. Topics include an introduction to the telecommunicator profession, technology in an emergency communications center, ethics and values, basics of call taking, documenting, and dispatching in a Public Safety Answering Point (PSAP), effective communications, cultural awareness, critical thinking, and problem solving. Upon completion, students should be able to demonstrate an understanding of the role and function of telecommunicators within the 911 system; call processes and radio procedures for law enforcement, fire, and medical dispatch; and the role of telecommunicators within emergency management, incident command, and the Telecommunicator Emergency Response Taskforce (TERT).

Rationale: This new course request aligns with the curriculum course EME-111, 911 Communications & Operations I. The course will support public safety agencies in attracting and recruiting students to the profession while providing expanded educational opportunities to support economic mobility for students under the Propel NC model.

Requesting College or Agency: Catawba Valley Community College

Course ID	Course Title	Recommended Hours	Program Area	Tier/ Workforce Sector
EME-2112	911 Communications and Operations II	64	R42 – Multiple Agency Response	Tier 3/ Public Safety and First Responders

Description:	This course is designed to introduce the student to the various roles, functions, and governance models that impact a Public Safety Answering Point (PSAP). Topics include an introduction to human resources, employee relations, local government finance, federal and local legislation, and oversight of a PSAP, cybersecurity policies and procedures, Next Generation technology and applications, policy and procedure writing, and grant writing. Upon completion, students should be able to demonstrate an understanding of human resources processes as a telecommunicator, basic budgeting and finance, general knowledge of cybersecurity practices, Next Generation technology and applications in the PSAP, and an introduction to federal and state legislation relating to 911 and grant writing.

Rationale: This new course request aligns with the curriculum course EME-112, 911 Communications & Operations II. The course will support public safety agencies in attracting and recruiting students to the profession while providing expanded educational opportunities to support economic mobility for students under the Propel NC model.

Requesting College or Agency: Catawba Valley Community College

Course ID	Course Title	Recommended Hours	Program Area	Tier/ Workforce Sector
EME-2211	Advanced 911 Communications and Operations	64	R42 – Multiple Agency Response	Tier 3/ Public Safety and First Responders

Description:	This course is designed to provide advanced studies in 911 Communication and Operations for a 911 Telecommunicator. Topics include appropriate telecommunicator response to situations such as terrorism, active shooters/active assailants, missing or exploited persons, human trafficking, suicidal callers, domestic violence, and high-priority/low-frequency emergency events, and identification of strategies that support telecommunicator mental and physical well-being. Upon completion, students should be able to define and describe terrorism, active shooter, missing and exploited children and persons, human trafficking, suicide intervention involving callers, domestic violence, and critical incidents, and the telecommunicator's roles when these incidents are presented in the Public Safety Answering Point (PSAP).

Rationale: This new course request aligns with the curriculum course EME-211, Advanced 911 Communications & Operations. The course will support public safety agencies in attracting and recruiting students to the profession while providing expanded educational opportunities to support economic mobility for students under the Propel NC model.

Requesting College or Agency: Forsyth Technical Community College

Course ID	Course Title	Recommended Hours	Program Area	Tier/ Workforce Sector
MRI-3352	MRI Assistant	150	L30 – Health Occupations	Tier 3/ Healthcare II

Description:	This course is designed to prepare individuals for entry-level employment as MRI Imaging Assistants. Course content includes MRI safety principles, patient screening protocols, equipment zone management, and emergency response procedures within the MRI environment. Individuals entering this course should have a background in healthcare, allied health, or a related support role. Upon completion, students will be equipped to assist with safety monitoring and non-clinical tasks in MRI suites, supporting certified technologists, and ensuring compliance with MRI safety standards. The course instructor must meet ARRT standards.
Future Credential:	ARRT announced in 2025 the development of an Imaging Assistant credential, Imaging Assistant, Magnetic Resonance, I.A.(MR)(ARRT): https://www.arrt.org/pages/arrt-announces-ia-credential Credentialing of students is estimated to be available in fall 2026.

Rationale: The American Registry of Radiologic Technologists (ARRT) has developed a credential to support a growing new role in healthcare, Imaging Assistant, a.k.a. MRI (Magnetic Resonance Imaging) Assistant. This course was developed based on the competencies required for the credential. Testing for the credential is expected to be available from ARRT in fall 2026. The course is proposed now at the Tier 3 level (prior to credential availability). Once the credential is available, Forsyth Technical Community College plans to seek a modification that reflects the finalized credential and a change in tier status to reflect the course being mapped to that credential.