



# Customer Spotlight Q&A:

## Central Virginia Community College

Jason Ferguson, Associate Vice President, Professional & Career Studies at Central Virginia Community College

### Overview

Central Virginia Community College (CVCC), a two-year institution established as a member of the Virginia Community College System, provides state-supported educational facilities beyond the high school level for the cities of Lynchburg and Bedford and the counties of Amherst, Appomattox, Bedford, and Campbell. The curricula and programs of the College serve more than 228,000 people within this geographical jurisdiction.

Dr. Jason Ferguson is the Associate Vice President of Professional & Career Studies at CVCC. As part of his current role, he oversees the planning and execution of CVCC's EMS programs. Jason spoke with the Jones & Bartlett Learning Public Safety Group (PSG) about CVCC's experience using Flipped Classroom.

### Key Benefits

- ✓ Achieved a 95-100% pass rate on the NREMT cognitive exam after implementing Flipped Classroom.
- ✓ Streamlined lectures to improve consistency in delivery of material between classes.
- ✓ Helped convert classes to a hybrid model during the COVID-19 pandemic.
- ✓ Graduates reported feeling more prepared for work in the field thanks to their classes' focus on psychomotor-based skill development and completion of critical-thinking scenarios.

### What led you to implement Flipped Classroom?

We implemented the Flipped Classroom model into our EMT program several years ago with moderate success. Each class was being taught a little bit differently, and the results varied. Recording lectures and ensuring that students were prepared before coming to class was difficult. Coming up with classroom activities outside of familiar, traditional teaching methods was challenging. Once we adopted PSG's Flipped Classroom package, we were able to fill-in the gaps that were missing to achieve our desired outcomes.



## What were some of the benefits you found in using Flipped Classroom?

The recorded lectures with embedded quizzes, along with the e-text quizzes, provide a consistent way to assess student participation. The lesson plans and activities are effective and easy to use. Since implementing the Flipped Classroom package, classes have typically averaged a 95 to 100% first-time pass rate on the NREMT cognitive exam. Graduates of our program are not only passing the cognitive exam on their first attempt, but also find themselves better prepared for the field because most of their program has been psychomotor-based, using skills development and scenarios to improve their critical-thinking skills. We do not focus on teaching students how to pass a test. Our goal is to produce competent, entry-level providers to enter our career and volunteer workforce, and Flipped Classroom helps us achieve this goal.

**“We can’t wait to start using the Paramedic Flipped Classroom package this fall [2020]. COVID-19 restrictions have prevented us from administering our programs in a true flipped classroom format, but the PSG resources have allowed us to seamlessly convert our programs to more of a hybrid format temporarily.”**

## Going forward, how do you see Flipped Classroom helping you?

We can’t wait to start using the Paramedic Flipped Classroom package this fall [2020]. COVID-19 restrictions have prevented us from administering our programs in a true flipped classroom format, but the PSG resources have allowed us to seamlessly convert our programs to more of a hybrid format temporarily. When we unexpectedly had to deliver our classes remotely, the technology and resources from the PSG package allowed us to do so instantly. This will be a huge asset this fall with the uncertain landscape of the educational environment caused by COVID-related issues.