



**FEMA**

R0158

Dear National Fire Academy Student:

By now you should have received your acceptance email notification from the National Emergency Training Center (NETC) Admissions Office for this course. If you have not, you are not enrolled in this course.

Congratulations on your acceptance into the U.S. Fire Administration's/National Fire Academy's (USFA's/NFA's) *Emergency Medical Services: Quality Management* (EMS:QM) course.

The course materials for this course are now available in the NFA Online Mediated platform. This Web-based system will provide not only the Student Manual, but forum discussions, activities, and electronic submission of homework assignments. You will, or have already, receive instructions specific to accessing your NFA Online Mediated account for this specific course. You are expected to bring your laptop or other device capable of completing online education requirements, including completing homework assignments. Your precourse assignment will be available in the NFA Online Mediated classroom.

End-of-class graduation ceremonies are an important part of the course, and you are expected to attend. Please do not make any travel arrangements to leave campus until after you and your classmates graduate.

For your information, the NFA classroom environment is PC based. As increasing numbers of students and instructors are bringing laptop computers or other electronic devices to campus, you alone are responsible for the security and maintenance of your equipment. The Academy cannot provide you with computer software, hardware, or technical support to include disks, printers, scanners, etc. Classrooms are outfitted with surge protectors at each table for your convenience. Thumb drives or external hard drives used to bring course materials to class cannot be connected to FEMA property without being scanned for viruses. Due to time limitations for scanning, these devices cannot be larger than 8 GB. Anything over this amount will not be scanned and cannot be used. A Student Computer Lab is located in Building D and is available for all students to use. It is open daily with technical support provided in the evenings. This lab uses Windows 7 and Office 2013 as the software standard.

Should you need additional information related to course content or requirements, please feel free to contact Mr. Michael Stern, Emergency Medical Services Curriculum Training Specialist, at (301) 447-1253 or email at michael.stern@fema.dhs.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Dr. Kirby Kiefer".

Dr. Kirby Kiefer, Acting Superintendent  
National Fire Academy  
U.S. Fire Administration