



February 15, 2021

To Whom It May Concern,

As the Director of the Consolidated Dispatch Agency (CDA) I am keenly aware of the unique skill sets and temperament an applicant must possess if they are going to be a successful 9-1-1 public safety telecommunications professional. In our field, success begins with the right education and experience. Keiser University provides both of these critical elements through their Criminal Justice degree programs. The Keiser curriculum delivers a well-balanced overview of public safety responders and how their missions interrelate. This is the type of training ground that engages students in discussions that may open the door for them to pursue a career with the CDA as a Public Safety Communications Operator (PSCO)...the true 9-1-1 "*First, First Responder.*" A Keiser graduate with this type of educational perspective helps them form a comprehensive image of the entire incident unfolding before them, from the initial phone call to the on-scene arrival of help.

The CDA has maintained representation on the Keiser University's Criminal Justice Advisory Board since 2015. This symbiotic relationship serves both our agency and the school well through exposure, influence, and employment. I highly value our relationship with Keiser and appreciate the time and attention given to each student by the university's faculty and support services.

I look forward to continuing our partnership and offer my support to the education of our next-generation of public safety telecommunication specialists.

Sincerely,

Jeanine Gauding, Director
Consolidated Dispatch Agency

