



MEMBER SURVEY 2023

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Overview

In March 2023, the College initiated the fourth biennial member satisfaction survey. Much like the previous surveys, the focus of the 2023 questions were to garner an understanding of member satisfaction with services and communication provided by the College.

As in previous years, the 2023 results will serve to indicate where positive changes have been made and potential changes might be implemented. Some of the questions from previous years were kept in an attempt to establish benchmarking for the College's go-forward activities.

The survey was sent to all active practitioners through an online survey tool. In the 25-day collection period, 1,551 members responded. The overall response rate was 18%. This response rate returns a confidence rate of 99% with a +/- 3% margin of error (with the exception of the customer service section). A total 4,304 open-ended comments were received throughout the survey.

It was expected that the open-ended responses (4,304) may have similar themes as those identified in the 2021 survey, including issues of cost. The main themes were:

1. Cost, fees, money, budgeting, financials
2. Continuing Competence
3. Support for members/benefits of College membership/registration

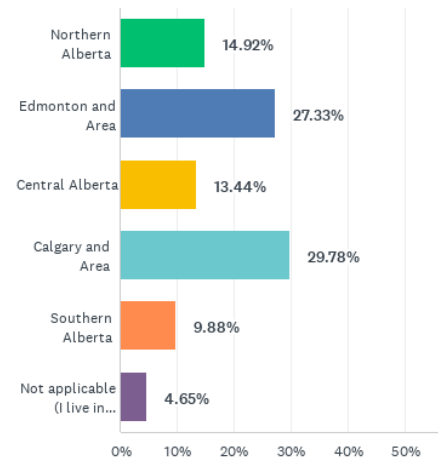
In 2019, the overall satisfaction rating for the College sat at just under 60% as neutral to very satisfied. In 2021, the overall satisfaction rating for the College had improved to just over 77% as neutral to very satisfied (33.94% favourable or very favourable, 43.33% neutral and 22.73% unfavourable or very unfavourable). In 2023, the overall satisfaction rating for the College has improved to just over 80% as neutral to very satisfied (42.48% favourable or very favourable, 39.36% neutral and 18.16% unfavourable or very unfavourable).

The 2023 Member Survey was a success in that it indicated the overall impression of the College continues to improve and the feedback provided can be used to help guide the College moving forward. The responses indicate a positive shift in perception as well as an overall shift in tone in the open-ended responses compared to previous years.

Demographic Questions

Please tell us where in Alberta you live:

- Respondents between Edmonton and Calgary were almost equally represented with Calgary having slightly more respondents.
- Northern and Central were almost equally represented between the two as well.
- Southern was the least represented.
- The not applicable option remains consistent over the years with 4.65% in 2023, 4.37% in 2021 and 5% in 2019.

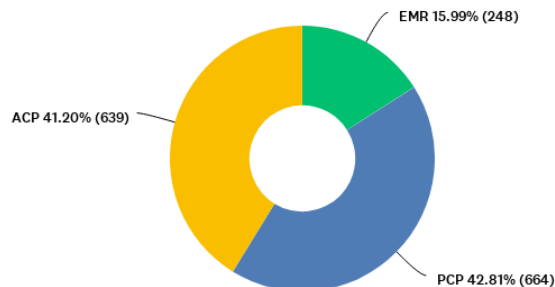


What is your age?

- A small minority are less than 24 years
- One in four respondents were between the ages of 24 and 34 years
- The category of 35-44 years remained steady at 30%
- Just over 40% of respondents are older than 45 years

What is your level of practice?

- In 2023, the PCP level and ACP level have nearly equal representation
- Since 2019, the EMR designation has had a minor reduction in representation each year

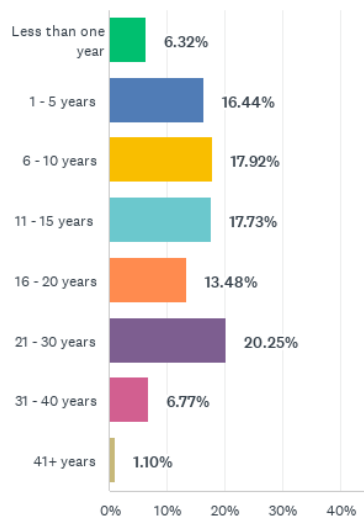


What best describes your practice setting (where you spend the majority of your time)?

- 42% describe their practice setting as ground ambulance.
- The remaining 58% included:
 - Industrial or private
 - Clinical/facility/hospital
 - Integrated services (fire/EMS)
 - Student
 - Fire
 - Dispatch
 - Oil/gas
 - Government
 - Administration or management
 - Military/armed forces
 - Not currently working in the profession
 - Ski patrol
 - Air ambulance
 - Backcountry
 - Education
 - Lab/research
 - Community care
 - Trip guide
 - Other
- Responses to “Other” (35)
 - Responses varied widely with answers such as volunteering, not working, student, special events or evenly split time between different practice settings.

How many years have you been registered with the College?

- 21% of respondents have been registered with the College for five years or less
- 35% of respondents have been registered between 6-15 years
- 41% have been registered for more than 15 years
- As expected with the shift in age of practitioners, the years registered with the College have also shifted upward

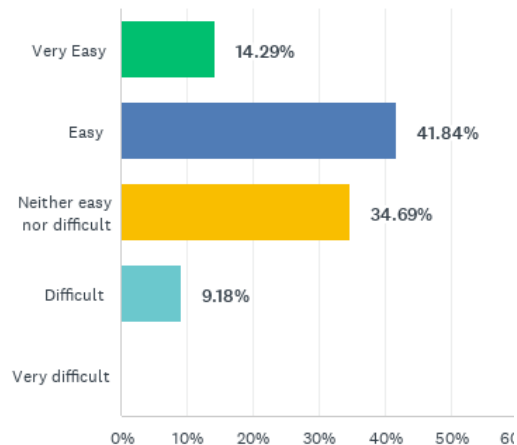


Registration

The following questions were asked of those who indicated they have been registered with the College for less than a year.

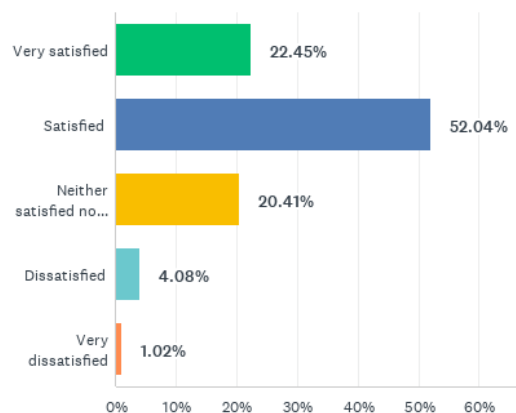
Please indicate how easy or difficult it was for you to complete the registration process.

- Just over 55% agree that the process is easy or very easy (*this is a 15% increase from 2021*)
- 35% said it was neither easy nor difficult
- Approximately 10% said it was difficult
- No members indicated the process was very difficult



How satisfied were you with the information provided throughout the registration process?

- Almost 75% are satisfied or very satisfied with the information provided throughout the registration process
- 5% are dissatisfied or very dissatisfied
- One in five are neither satisfied nor dissatisfied



Is there anything we could do to improve our registration process?

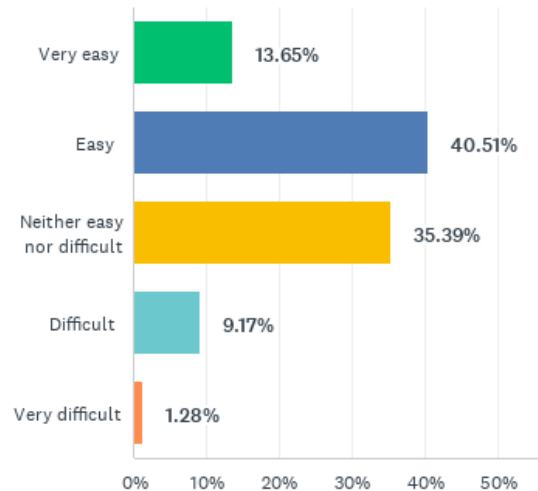
1. **Cost:** too expensive and much higher than over provinces
2. **Customer Service:** responses varied from very helpful support to not being able to talk to anyone on staff and having to wait weeks
3. **Transparency:** clearly outline requirements and costs ahead of time
4. **N/A:** no issues with the process and no additional feedback

Renewal

The following questions were asked of those who indicated they have been registered with the College for more than a year.

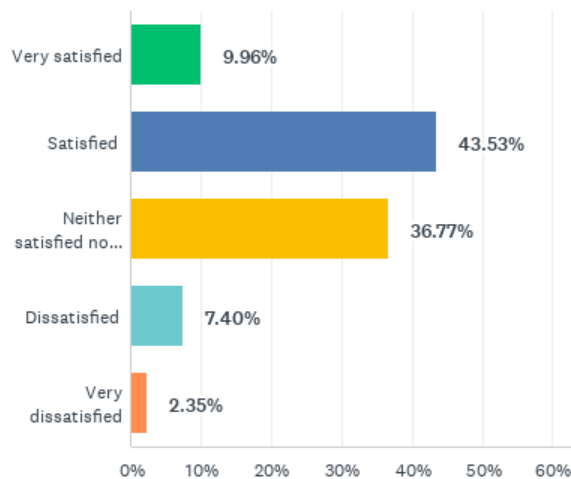
Please indicate how easy or difficult it was for you to complete the renewal process for 2022/2023:

- More than half of respondents agree the most recent renewal process was easy or very easy
- 10% said the process was difficult or very difficult
- Approximately 35% were neutral



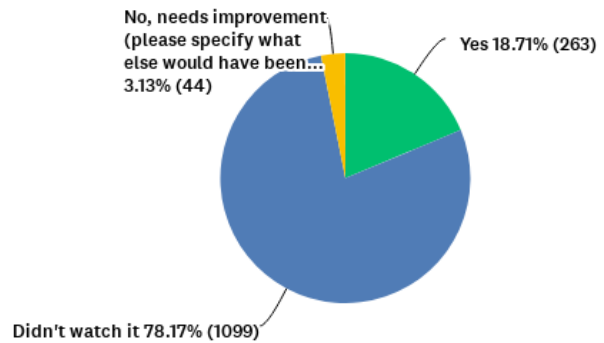
How satisfied were you with the information provided throughout the renewal process?

- More than half of respondents said they were satisfied or very satisfied with the information provided throughout renewal
- 36% were neutral
- And roughly 10% said they were dissatisfied or very dissatisfied



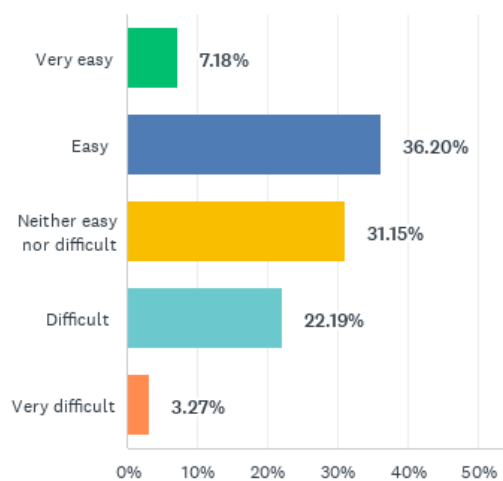
As part of the renewal application, the College put together an instructional video on how to complete the application. Was this a helpful tool?

- Most respondents (80%) did not watch the renewal video
- Roughly one in five respondents found the renewal video helpful
- And 3% offered feedback:
 - Wasn't helpful or still needed to contact the College
 - Didn't know about it or couldn't find it
 - Would prefer a document with pictures
 - The process is too confusing/not user-friendly



Please indicate how easy or difficult it was for you to enter your Continuing Competence credits.

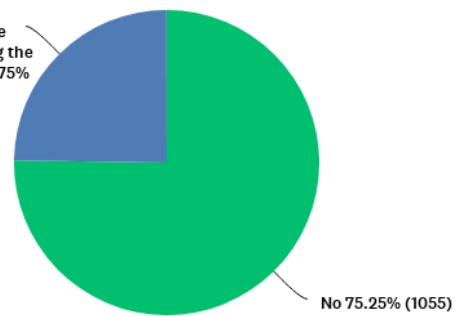
- More than half of respondents said it was easy or very easy
- Roughly one in three were neutral
- And one in four said it was difficult or very difficult



Did you have any difficulties meeting the CC requirements?

- 75% of respondents did not have any difficulties meeting the CC requirements
- 25% indicated they did have difficulties

Yes (please indicate what made meeting the requirements... 24.75% (347)



Of those who indicated difficulties meeting the CC requirements:

1. **Time and money:** the courses cost too much money or not enough time available outside work hours to complete courses
2. **Course variety:** not enough options for EMR-focused courses or limited for members not working on ground ambulances such as administration, fire or industrial
3. **Self-Directed vs. Continuing Education:** confusion and frustration with what is approved as CE and only counts as SD and not having enough credits due to this
4. **AHS courses:** those employed by AHS want the AHS modules approved for CE while those not employed by AHS find it difficult to find courses
5. **Issues with the portal:** issues entering credits or finding the courses in the portal

Please share any questions or comments you have about the renewal process.

There were five main themes that came out of the comments on the renewal process:

1. **Continuing Competence:** approve more courses for CE; include variety of course topics/practice settings; it takes too much time/money to complete the requirements; the CC process was easy to complete; approve employer training courses; confusing with the two different credit types.
2. **Cost/fees:** too expensive; lower fees; where does my money go?; too high with too many extra costs (CC, insurance, etc.); cost is comparably much higher than other provinces.
3. **Member portal:** wished old CC credits transferred over; the drop-down list for CC credits was confusing/not exhaustive; move to the new system took too long; easy to navigate.
4. **Positive experience:** smooth; process was easy and clear; easy and straightforward; renewal went well; you are doing a good job.
5. **Negative experience:** process changes too often; too much red tape; preferred the old process/portal.

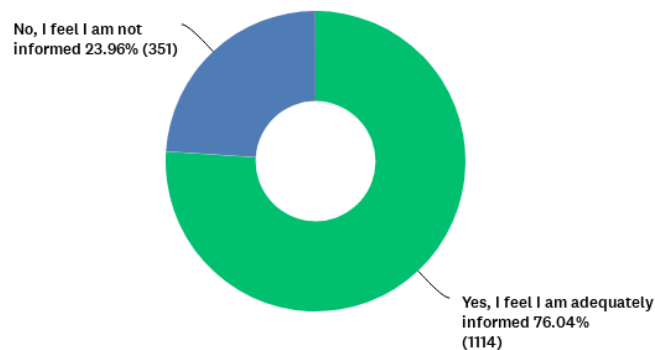
Regulatory Activities

Under the HPA, the College Council has a Standards of Practice and a Code of Ethics. These documents are available on the College website. Have you read the Standards of Practice and Code of Ethics within the last year?

- Roughly 50% have read both the Code of Ethics and the Standards of Practice within the last year
- Only 3% indicate having read one of the Code of Ethics or Standards of Practice
- One in three indicated they have read them but not in the last year
- Roughly 14% indicate they have not read either

A key component in co-regulation is the responsibility of each practitioner to be informed of regulatory processes. Overall, do you feel you are adequately informed of the College's regulatory processes (i.e., registration/renewal, examinations, continuing competence, conduct/complaints, committee/council involvement)?

- Members continue to feel more informed about regulatory processes. There was a significant increase of members feeling more informed from 2017 (35%) to 2019 (68%) and a continued improvement in 2021 (72%) and 2023 (76%).

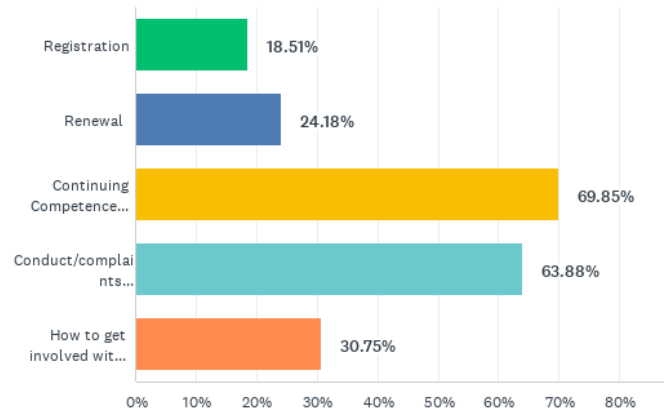


Regulatory Activities Clarification

The following questions were delivered to those who indicated they do not feel informed:

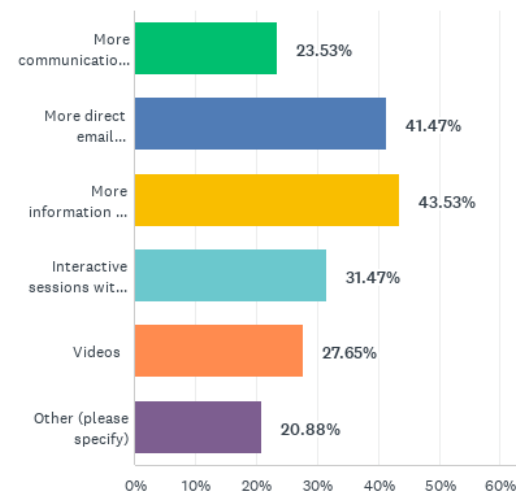
Of the following regulatory processes, which do you feel you are not adequately informed?

- Overwhelmingly (70% & 63%) respondents do not feel informed about Continuing Competence and Conduct/the complaints process
- Just under one in four aren't clear on the renewal process
- 30% aren't clear on how to get involved with the College
- 18% are confused about the registration process



What would help you to be more informed of these processes?

- Roughly 43% & 41% would like more information by direct email or on the member website
- Just under one in three indicated they would like an 'Ask & Answer' session with the College
- Just under 30% would like videos
- 23% would like more information in the *Pulse*



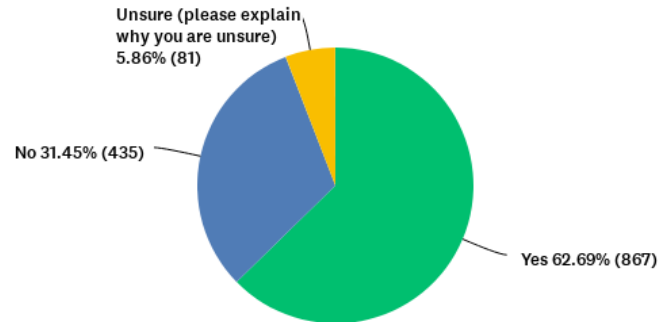
Of those who selected other:

1. **Clear and concise:** break down information into digestible content, more transparency, plain language
2. **Better website info on it:** make it easier to navigate
3. **Individual effort:** acknowledged more effort should be on the member, more interest on the member's part
4. **Accurate and up to date information:** ensure the CC info is accurate and the courses are up to date/available
5. **In-person or phone:** events, talk to members
6. **Unsure**

Other Planning

In the event you are selected for a Continuing Competence Audit or your practice permit status has been changed to suspended/cancelled, would you like to receive SMS (text message) notifications?

- Majority of respondents (62%) indicated yes, they wanted text notifications
- 31% of respondents did not
- And 5% were unsure:
 - Email is preferred
 - Would like the immediate notification but still want email or letter
 - Depends
 - SMS can be ignored or mistaken as a scam/spam
 - Should be more formal
 - SMS would get attention over email

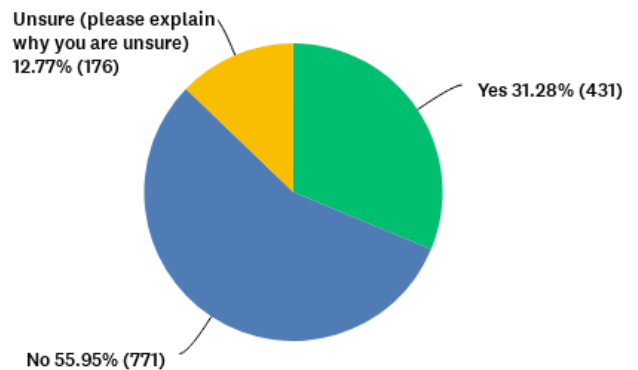


The College currently hosts a yearly Annual Members' Meeting (AMM) online for CE credits. Do you watch the AMM?

- Roughly 45% of respondents watch the AMM either when it is presented live or at a later date
- 55% do not watch the AMM

Would you prefer a quarterly, online townhall meeting with the College to the current AMM platform?

- Majority of respondents (55%) did not prefer having quarterly, online meetings with the College
- 31% would prefer this format
- 12% were unsure



Of those who were unsure:

1. Never heard of or attended AMM
2. Hard to find time for AMM
3. Depends on CC credits, timing, content
4. Benefits to both

Did you precept a student within the 2021/2022 registration cycle?

- An overwhelming majority of respondents (82%) did not precept a student during the last registration cycle
- Roughly one in five respondents did precept a student

If yes, did you claim precepting hours for CC credits?

- Roughly 43% respondents claimed precepting hours for CC credits
- And roughly 57% of respondents did not claim precepting hours for CC credits

What would incentivize you to precept a student?

1. **Compensation:** Overwhelmingly, the main response to this question was around providing compensation for precepting either through direct payment, increased wages for the extra work or reduced registration fees with the College.
2. **Continuing Education Credits:** Respondents want more credits for precepting and for the credits to be Continuing Education credits instead of the current format of Self-Directed credits. Additionally, they either were unaware that they could claim credits, wanted clarity on who can claim credits between the tandem working with the student or that both are able to claim credits.
3. **N/A:** Respondents either currently do precept, don't have the opportunity to precept due to their practice setting/employer, have not had the opportunity or they don't want to take on students for various personal/professional reasons.
4. **Education:** Respondents don't feel equipped to precept a student and would want more education or additional training on precepting at no additional cost. Additionally, consistency with how precepting is done across the province to ensure capable practitioners.
5. **Concerns with students:** Respondents voiced issues with students not being prepared or properly educated, not taking proper guidance or having attitudes towards preceptors. They also wanted more ability to provide feedback on students with a grading system.

Over the last two years, the College has conducted member consultations on the full suite of Standards of Practice, a revised Restricted Activities Standard, a Continuing Competence Standard and a Prohibited Medical Procedures Standard. Have you participated in the consultation period for any of these Standards?

- 28% of respondents participated in previous member consultations and 71% did not participate.

Of those who did not participate, they indicated the following reasons:

1. Time: working too much, too much on plate, other things took priority
2. Unaware: didn't get notice, email went to junk, on leave
3. Difficult/unsure: process was too hard, new to the profession, unsure what to say
4. Lack of interest: wasn't interested, felt opinion didn't matter, dedicated time to other consultations, no trust/respect for the College

Member Consultation

The following questions were asked of those who indicated they have participated in the consultation period for any of the previous Standards over the last two years.

Which consultation period did you participate in? (Select all that apply)

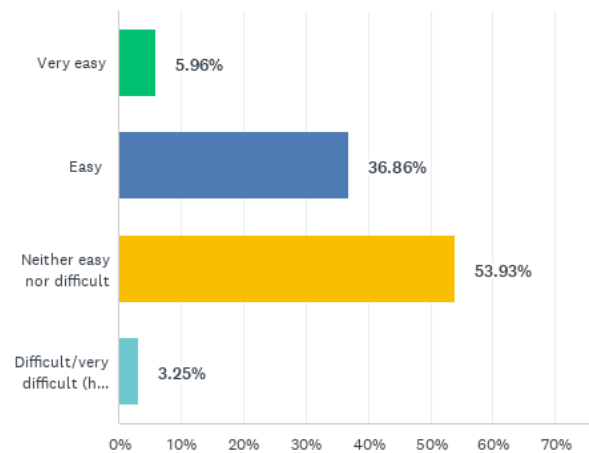
- The Standard of Practice that the most respondents participated in was the Continuing Competence Standard (60%)
- The Restricted Activities Standard and the full suite of Standards had similar participation from respondents at 33% and 28% respectively
- The lowest respondent participation was for the Prohibited Medical Procedures Standard which was the most recent consultation period (17%)

What did you think of the consultation process?

- Just over half of the respondents (53%) found the process neither easy nor difficult
- Roughly 40% of respondents found it easy or very easy
- Only 3% found it difficult or very difficult

Of those who found it difficult or very difficult:

- Didn't have time
- Process was not simple or user-friendly
- Questions were too narrow, not a robust consultation
- Lengthy and time consuming

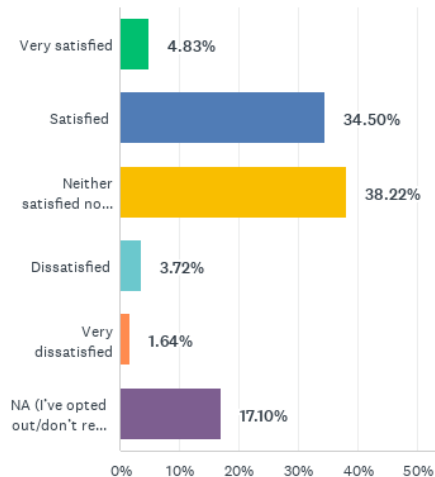


Communication Methods

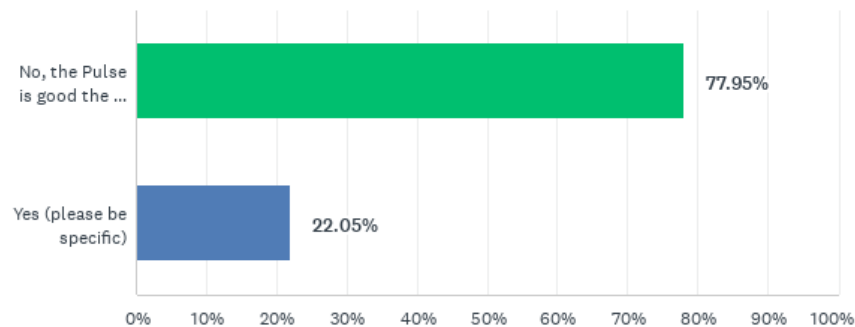
Every month the College publishes an e-newsletter, the *Pulse*, to share information about the profession in Alberta, updates from the President and Council, CEO and the Registrar; as well as information about College and stakeholder activities.

Are you satisfied with the content of the e-newsletter, the *Pulse*?

- **Satisfied/very satisfied increased slightly to 39%** (2021: 38.65%; 2019: 46.1%; 2017: 28.7%)
- **Dissatisfied/very dissatisfied decreased slightly to 5%** (2021: 6.32%; 2019: 6.4%; 2017: 12.7%)
- **Members who were neutral decreased slightly to 38%** (2021: 39.41%; 2019: 34.9%; 2017: 42.4%)
- **Slightly more members indicate that they have opted out/don't read the *Pulse* at 17%** (2021: 15.61%; 2019: 12.6%; 2017: 16.1%)



Is there anything we can do to improve the *Pulse* to support you better? (More content on a particular topic, coaching articles, etc.?)



The majority of respondents (77%) believe there is nothing we can do to improve the *Pulse*.

Of those who replied yes, (please be specific):

1. **Content:** Continuing Competence articles, Conduct articles, updates on hearings and recent decisions, coaching articles, updates on the profession, association content (job opportunities, member stories or profiles, etc.), focus on each individual designation/practice setting
2. **Frequency:** Less frequent with more relevant content
3. **N/A:** Don't care, unaware of the *Pulse*

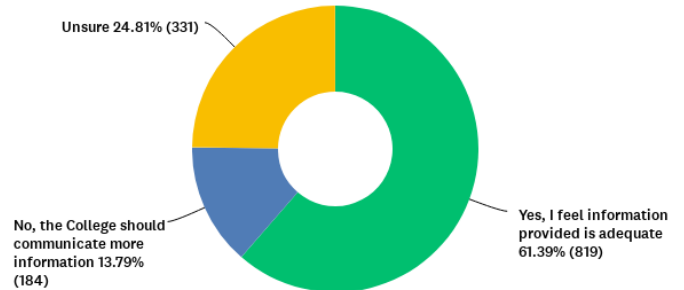
Communication Frequency and Content

Overall, do you feel the College communicates enough information to you?

More than 60% of members agree that the College provides adequate information
(2021: 62.02%; 2019: 53.1%; 2017: 29.4%)

Approximately 13% believe the College should communicate more information
(2021: 17.21%; 2019: 21.2%; 2017: 51.1%)

One in four are unsure if the College should communicate more information
(2021: 20.77%; 2019: 25.7%; 2017: 19.5%)



If there is additional information you would like to receive, please list it here. (Note: keep in mind that ongoing investigations about other regulated members, or legal matters are required to follow due process and it may only be possible to share final outcomes.)

1. **Legislation information:** information on the Standards, Code of Ethics and HPA
2. **Continuing Competence:** approved courses, what counts for credits/doesn't count, free options
3. **Transparency:** where the fees are going, ongoing plans or changes prior to when they are in force
4. **Scope and Practice updates:** changes to practice conditions, information on scope of practice, how to remove restrictions from license
5. **Clear language:** content that is easy to digest with plain language
6. **Conduct:** hearing outcomes, all founded complaints

Website

How many times a year do you go to the public website or member website?

- 44% of respondents visit either the public or member websites between 3-5 times a year
- It is almost evenly split (28% and 27%) of respondents who visit the College websites 6 or more times a year vs those who only visit 1-2 times a year

Would you agree that the information is easy to read/understand?

- More than half of respondents agree or strongly agree the information is easy to read/understand
- 10% are disagree or strongly disagree
- One in three are neutral

Have you been able to find what you are looking for on the College's public website or member website?

Numbers remained consistent in 2023 from 2021 and 2019 in all three categories. This was a major improvement from 2017.

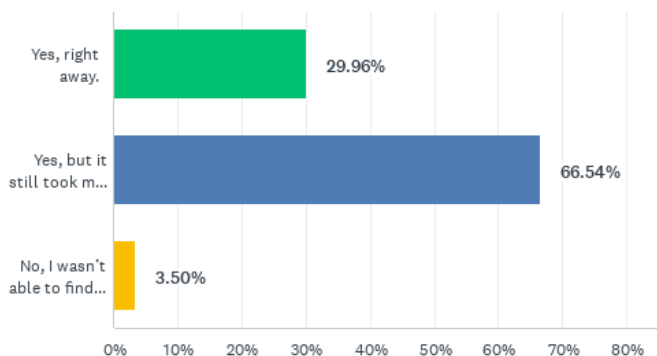
- **Yes, right away – 2023: 24.89%**
(2021: 23.84%; 2019: 23.7%; 2017: 12.3%)
- **Yes, but it still took me a bit to find it – 2023: 68.38%**
(2021: 68.38%; 2019: 69.6%; 2017: 75.6%)
- **No, I wasn't able to find it – 2023: 6.73%**
(2021: 7.78%; 2019: 6.7%; 2017: 12.1%)

Is there other information you would want available to you on the member website?

1. **Resources:** legislation links, CC courses, getting started information, completing renewal, education/training standards, fee breakdowns
2. **Practice updates:** enhanced training approvals, changes to scope of practice, information on restricted activities/performance of them
3. **Continuing Competence:** direct links to courses, clarification on the program
4. **N/A:** no feedback, nothing new needed, don't visit the member website
5. **Association type content:** member benefits, job postings, memorial information

Member Portal

Have you been able to find what you are looking for in the member portal?



Overwhelmingly, members are able to find what they are looking for in the member portal (96.5%).

However, the majority of those members found it took time to find what they were looking for (66.54%).

Of those who were not able to find what they were looking for. They identified the missing content as:

- **Renewal process:** clarity needed on how to complete renewal
- **Continuing Competence:** course lists, resources, entering activities
- **Financials:** tax forms, receipts
- **Legislation:** finding specific areas of legislation
- **Scope of Practice:** definitions, NOCPs, approved skills

Last year, the College changed to a new member portal. How satisfied are you with the new portal?

- Just under half of respondents (46.22%) said they were satisfied or very satisfied with the new portal
- Just under half of the rest of respondents (42.51%) were neutral
- And roughly 11% said they were dissatisfied or very dissatisfied

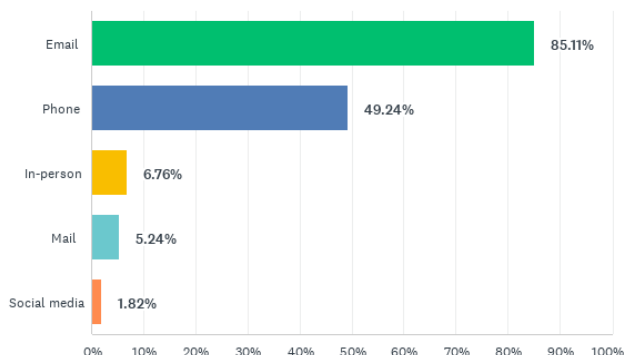
Although there are limitations to what can be added in Alinity, the College is always looking at ways to improve the member portal. Are there any features or information that you would like to see in the member portal?

1. **Association type content:** long-time member recognition, job opportunities, ways to inspire members/motivate them
2. **Continuing Competence:** resources, links to free courses, full list of courses, easier way to enter credits, clarity on the program/what activities count towards credits
3. **Conduct:** reasons of suspensions, disclosure of founded complaints
4. **N/A:** no feedback, nothing specific, unsure, don't care
5. **Critiques on portal:** stop changing the processes, too difficult to use, not user friendly, not mobile friendly, provide an app version
6. **Scope of Practice:** NOCPs, approved skills/enhanced training
7. **Historical information:** past employment, exam marks

Contacting the College

How do you prefer to contact the College (if/when you had to)?

- **There was no significant change to how members prefer to contact the College**
- Members' preferred method of contacting the College remain email first and telephone second
- No other method came close to email and telephone



As a pilot project, the College launched a live chat function during renewal on the website. Did you utilize the chat function?

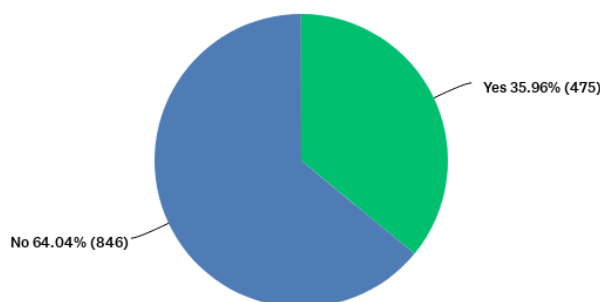
- Overwhelmingly (97%) respondents said they did not utilize the chat function during renewal. With the chat function being a relatively new feature, the results of this question are not surprising. Although, the chat was very busy at times, only 2.97% of respondents utilized it.

Of those who answered yes, they had the following to say about the chat function:

1. **It was helpful:** worked well; got the answers needed; was able to talk to the person I needed
2. **Didn't work:** not for me; had to call anyway due to technology issues; not helpful
3. **Didn't know about it:** would like to try it next time; good idea – didn't need it

In the last 12 months, have you been in contact with College staff (phone, email, in person)?

- The number of members who contacted the College in the last year remained steady from 2021
- However, there is a trending decrease from 2017 which could be attributed to the fact that members feel more informed of regulatory processes and they are more satisfied that the College is communicating enough information

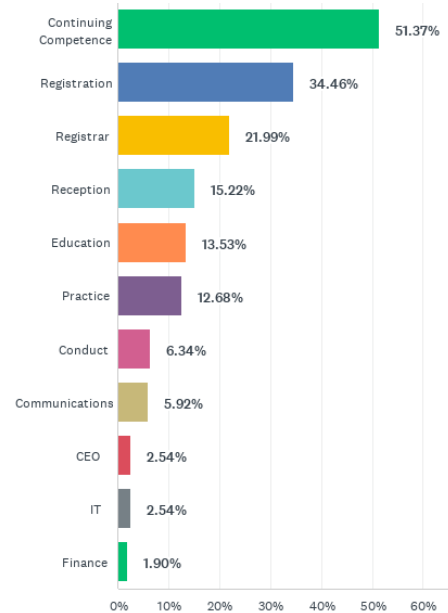


Customer Service

The customer service questions were only asked of those who had been in contact with the College in the last 12 months. The following questions were asked of 475 people. With the original population size remaining 8,453, a response rate of 475 returns a 95% confidence rate, with a +/-5% margin of error.

Please tell us what area of the College you were in contact with:

- Continuing Competence was the department that was contacted the most by members (51.37%) and Registration was second (34.46%).



How would you rate the level of service provided by College staff?

	2023	2021	2019	2017
Excellent	39.96%	31.6%	29.3%	15.8%
Good	38.90%	39.3%	41.1%	37.7%
Fair	13.74%	17%	19.5%	26.1%
Poor	3.81%	5.9%	6%	11.4%
Very Poor	3.59%	6%	4.2%	9%

- 78.86% of members rate level of service provided by staff as good to excellent**
 - The level of service rated as excellent or good increased by almost 10% in 2023. This is a total of almost 30% increase from 2017 when satisfaction was much lower. (2021: 70.9%; 2019: 70.4%; 2017: 53.5%)
- Approximately 14% rate level of service as fair**
 - There was a nominal decrease in members who rate the level of service as fair (2021: 17%; 2019: 19.5%; 2017: 26.1%)
- Only 7.4% rate level of service as poor or very poor**
 - Members who rate level of service as poor or very poor decreased slightly (2021: 11.9%; 2019: 10.2%; 2017: 20.4%)

How would you rate the timeliness of service provided by College staff?

	2023	2021	2019	2017
Excellent	35.52%	29%	23.7%	12.6%
Good	39.32%	37.7%	41.6%	35%
Fair	13.53%	18.9%	19.7%	26.2%
Poor	7.19%	7%	9.1%	14.7%
Very Poor	4.44%	7.8%	5.9%	11.6%

- **Almost 75% of members rate timeliness of service as good or excellent**
 - The level of service rated as excellent or good increased by almost 10%. This was a total increase of almost 30% from 2017 (2021: 66.7%; 2019: 65.3%; 2017: 47.6%)
- **Approximately 14% rate timeliness as fair**
 - There was a nominal decrease in members rate the timeliness of service as fair (2021: 18.9%; 2019: 19.7%; 2017: 26.2%)
- **Only 11% of members rate timeliness of service as poor or very poor**
 - Members who rate timeliness of service as poor or very poor decreased slightly
 - (2021: 14.8%; 2019: 15%; 2017: 26.3%)

Would you like to share any comments or concerns about the customer service you experienced?

- 26 NA/no responses.
- 47 positive responses: **Professional staff. Always helpful and get the answers needed.**
 - Knowledgeable and timely
 - Patient, helpful and supportive
 - Certain departments or staff referenced by name for how helpful they are
- 10 neutral responses: **Had issues, but were understanding**
 - Answer took time, but happy with College response or understanding depending on the time of year (renewal)
 - Some departments more helpful than others
 - Service was good but cost is still too high
- 40 negative responses: **Slow service with rude staff or unresponsive entirely.**
 - Have to leave voicemails, no one ever available by phone
 - Takes days or weeks, if at all to get a response
 - Still waiting for a reply, no one ever got back to me
 - Staff aren't knowledgeable/different answers depending on who answers/dismissive

Overall

What is your current, overall impression of the College?

- 42.48% of members rate their overall impression of the College as favourable or very favourable
- 18.16% of members rate their overall impression of the College as unfavourable or very unfavourable
- 39.36% of member rate their overall impression as neutral

The overall impression of the College continues to improve year after year.

Is there any other feedback you would like to share with the College?

- **Fees/Costs:** The College charges too much, lower fees, have a reduced non-practicing fee, the public should be funding the College, breakdown of where the money goes, why does each designation pay the same price, if fees continue to increase members won't be able to afford it
- **Education:** The College needs to do a better job of governing the institutions/schools so that the new students coming out of school are more equipped with better education, work towards a degree program, develop the CCP license and recruit members to help develop it, allowing accelerated programs is a disservice to the public
- **Competence:** Implement an exam to reevaluate competence every 5 years, clarity for required CC courses/what qualifies for credits, takes too long to enter credits, the College requires CC but doesn't provide any educational courses
- **Other:** Focus on other practice settings beside ambulance, stop changing processes so often, the College should investigate unprofessional conduct without formal complaints when it is obvious misconduct has occurred, the handling of the pandemic and mandates led to the staffing shortages and the College is partly to blame, recognize Community Care Paramedics with their own category like Saskatchewan does, Council appointments instead of elections takes away the ability for members to contribute to self-regulation, members scared to report mental health issues
- **Scope of Practice:** Continue to expand the scopes, promote the scope of ACPs – not many know the full skillset, protect the scope of EMRs,
- **Association-type activities:** Do more for the members who pay you, appreciate the member cards – would like a plastic version, provide support to paramedics, provide more access to support when the College cannot answer questions, create more engagement with members, promote the profession to attract more individuals to EMS as a career.
- **Praise:** The College is doing a good job and work over the past several years, no complaints, overly satisfied with time as Alberta paramedic – would like to see a similar college in the NWT, the College is the gold standard from which other provinces should learn from, new website and entering credits is an improvement, committee education provided was good but compensation and scheduling was difficult
- **Complaints:** What does the College even do, you're just another hurdle to jump when renewing, it is very hard to get answers or have calls/emails returned