

English 424: Writing
for High Technology
Industries



Using Professional Writing to Improve Access to Emergency Services in Rural Indiana

OVERVIEW

Emergency services in rural Indiana are dependent upon technology. The Purdue Broadband Team seeks to expand broadband access in rural Indiana, Phoenix Paramedic Solutions provides paramedicine to counties in northwestern Indiana, and the Kyle Plush Answer the Call (KPATC) foundation promotes best practices in the 9-1-1 industry nationwide. Twenty students in English 424, Writing for High Technology Industries are harnessing their combined Professional Writing efforts to link all three organizations' goals. Students are analyzing current state processes, telling stories through data, providing small-scale solutions documents, and recommending next steps to meet the needs of the organizations and to improve access to emergency services in all communities. Through this work and the exposure afforded to the organizations by a poster presentation at the Engagement and Service-Learning Summit, students are committed to living out Purdue's land-grant promise to serve the community through positive impact.

OBJECTIVES

Overall, our class is using Professional Writing, Project Management, Agile, and Continuous Improvement tools and methodologies to respond to the needs of our community partners, framing our work to align with the **Purdue Broadband Team (PBT)** initiative to increase awareness of:

- Tools to verify service
- Programs to expand broadband access
- Digital literacy training availability
- Public task forces for broadband access

OUR TWO COMMUNITY PARTNERS:

Kyle Plush Answer the Call Foundation (KPATC): Promoting awareness (through flyers, campaigns, and knowledge sharing) of:

- 911 Call Center operations and opportunities
- Tips for driver's education students and organizations
- Recruitment material for future 911 employees
- Information on how to best support 911 centers to help dispatchers, call-takers, and first responders to be the best they can be

Phoenix Paramedic Solutions:

Researching two questions:

- What medical services do people from rural counties around Tippecanoe travel for most to receive?
- What medical services are missing or least accessible in rural counties around Tippecanoe?

METHODOLOGY: PBT

WHAT IS BROADBAND?

The Purdue Broadband Team (PBT) Purdue University continues to fulfill its land-grant responsibilities, this time by serving the state in its broadband initiative. Through its presence in every county in the state, the university is taking a leading role to help ensure all Indiana families and businesses have access to affordable broadband internet service — which is crucial for success in the 21st century — while also helping to ensure data accuracy that will help the state of Indiana in deploying the \$868 million in federal funding from the Broadband Equity, Access, and Deployment (BEAD) Program for high-speed internet improvements.

We are aligning our research for two community partners to help further PBT efforts.

“Access to fast, reliable internet is a major contributor to quality of life and is one of the greatest equalizers in today's society” – Lt. Gov. Suzanne Crouch, Indiana Secretary of Agriculture

REFERENCES

Purdue University. (2023, Oct. 9). *Purdue launches broadband team, effort to increase high-speed internet access, adoption and use throughout Indiana.* Purdue University News. <https://www.purdue.edu/newsroom/releases/2023/10/09/purdue-launches-broadband-team-effort-to-increase-high-speed-internet-access-adoption-and-use-throughout-indiana.html>

StatsIndiana. Fountain County, Indiana. https://www.stats.indiana.edu/profiles/profiles.asp?scope_choice=a&county_changer=18045

KYLE PLUSH ANSWER THE CALL FOUNDATION



Mission: Uplifting families and communities to live their best lives and advocate for common sense public policy that fosters safer, friendlier, and more resilient communities.

METHODOLOGY: KPATC

We begin with Agile User Stories, like these:

"As a dispatcher, I want the community to know exactly what information is needed for me to complete my job to the best of my ability"

As a first responder I want better service to be able to respond to emergencies much quicker.

And now we are gathering data for next steps:

- **Flyer Methodology:** We are gathering data from the KPATC Foundation and other sources to develop an aesthetically-pleasing, informative flyer intended for 911 centers to use to better instruct and further motivate their dispatchers. We are using Canva to design the flyer with intentions of distributing it across the KPATC Foundation's Instagram and Facebook pages and sending it to 911 centers nationwide.
- **Drivers Ed Methodology:** We will assess the quality and content of driver's ed curriculum in the local area. Then we will provide accurate and data-based tips for them to incorporate into their programs, thus raising the road-safety in the area and preventing incidents of harm.
- **Cell Phone Tips Methodology:** Contact dispatchers about the short comings of 911 calls and what is needed for a successful call. From there create a poster with information about how to make a successful 911 call and the required information for first responders to successfully complete their jobs.
- **Recruitment Brochures and Email Methodology:** Using Professional Writing, we will respond to our community partner's request for awareness campaign documents such as brochures, emails, letters to city councils and Congress.

REFLECTION & CONCLUSION

- Conclusion: Broadband access has big impacts on the work done by 911 centers and paramedic providers.
- Reflection: We learn concepts by practicing them, all while benefitting a community partner. We innovate through collaboration, putting our various majors and life experiences to work.

METHODOLOGY: THE PHOENIX FOUNDATION

More Agile User Stories

As a citizen of Montgomery county, I want more professional support for mental health needs through increased community awareness of services that can respond properly to those needs/crises

- **Pod Development:** We are working to find data to help support ambulance pod development for Phoenix.
- **Research:** We are researching community needs by county (Benton, Carroll, Clinton, Fountain, and Montgomery), especially focusing on the needs of rural communities. We are looking for all potential data sources because some counties do not have robust health resource data.
- **Memo:** We will analyze our research (including how rural counties currently provide medical services to their residents and how those communities attract physicians and hospitals that could provide those services) and prepare a data-informed memo for our community partner.

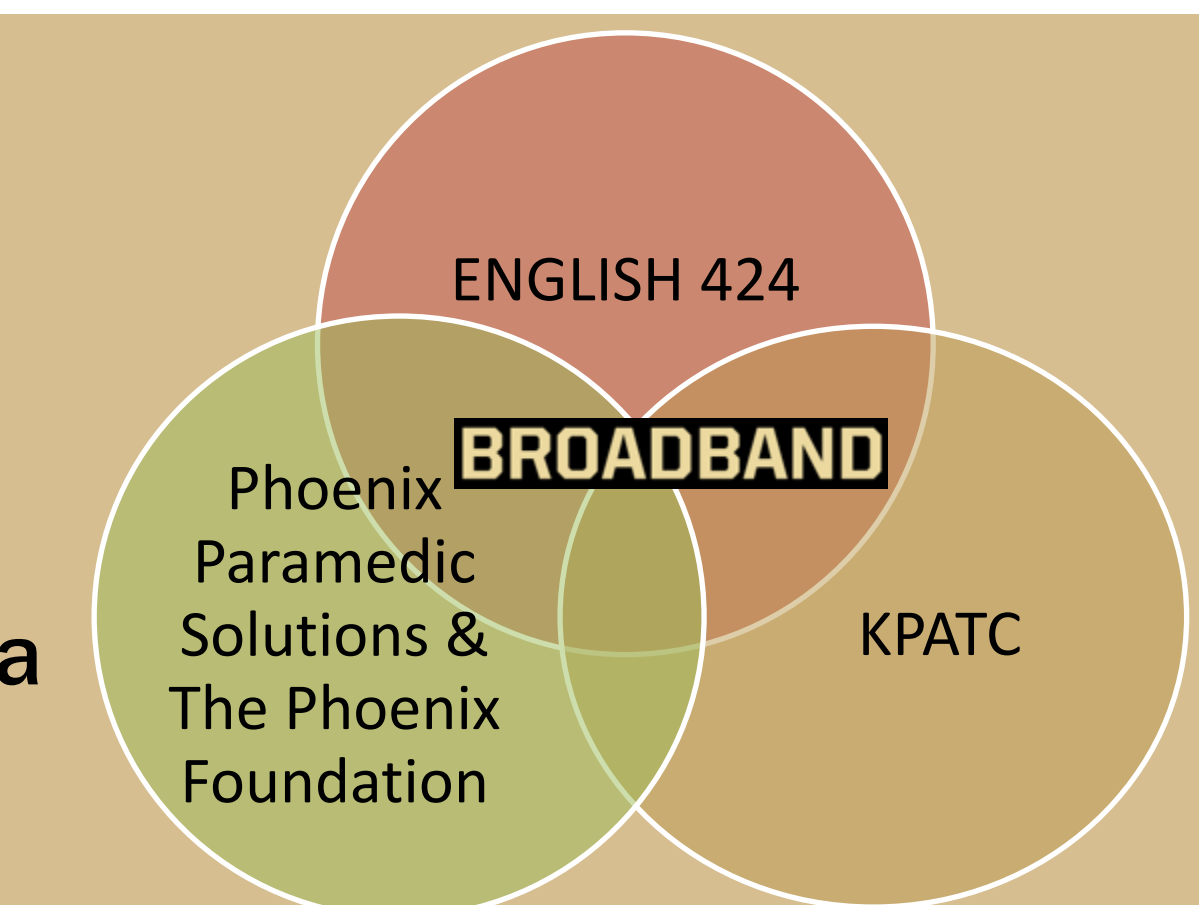
Mission of Phoenix Paramedic Solutions: Breaking barriers, defying tradition bias, and making no exceptions when it comes to compassionately providing care to those in need.

Mission of The Phoenix Foundation (non-profit): To empower individuals to realize their full potential through innovative education, leadership development, and comprehensive recovery support services.



IMPACTS

- Understanding of broadband's influence on emergency services and emergency service providers' influence on broadband efforts
- Data collection and analysis related to 911 and paramedicine services in Indiana
- Increased awareness of how to access services (such as 911 and paramedicine)
- Added support to 911 centers in Indiana



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