Train with Gamification and Audience Response Systems

**Challenge**

Paul Massarelli, Lieutenant at Baltimore County's Fire Department, is in charge of all EMS training for the entire county. There are over 1,000 employees and even more volunteers that the county trains yearly. The programs that Massarelli oversees have 15 to 50 students per program. With many volunteers, Massarelli observed students were shy and did not fully participate during program training.

**Solution**

The department began the initial implementation of audience response technology to help students study for exams by using interactive polling questions. To enhance review sessions even further, the department adopted the instructional game suite BRAVO! Response provided by C3 SoftWorks. TurningPoint interactive polling software is compatible with BRAVO! interactive games to answer game-based questions, capture scores and track individual results. With the combined efforts of these solutions, the department noticed the enhanced comprehension of program material. “The way students learn these days we feel is a more technological type of environment and this allows them to interact and be more involved in the training,” replied Massarelli.

The use of the technology evolved from test review to everyday in-class use. “We try to incorporate them often in our PowerPoint presentations so we can base the student’s knowledge as we’re going, not just at the end of the session,” said Massarelli. Every student was now interacting and becoming more involved with the training programs. Other departments soon recognized the positive impact that TurningPoint provided Massarelli’s students and began to implement the technology. “Our Fair Practices Committee felt they could get a better response from employees through the anonymity provided by the technology. They feel as though it really enhanced the training they were doing,” stated Massarelli.

**Results**

The instant feedback from both Turning Technologies’ and C3 SoftWorks’ solutions provided Massarelli with the benefit to modify learning material to better accommodate overall comprehension. With interactive test reviews, the students were able to assess what material they needed to study and what they already understood. The success of using Turning Technologies’ and C3 Softworks’ interactive learning solutions in Massarelli’s programs has intrigued his interest in moving forward with a more technological approach to training.