



Assessment Record

Program: Funeral Service Education **Assessment period:** 2019 - 2020

Program or Department Mission:

The mission of the Funeral Service Education Program at Jefferson State Community College is to educate individuals in the professional discipline of funeral service education through high quality educational exposures in classroom instruction, practicum, internships, and clinical experience. We are dedicated to providing learning and teaching environment of high academic standards, respect for diversity and instill a keen sense of ethics, academic and professional excellence. The Funeral Service Education Program seeks to provide an accessible and economical program for the students.

Instructional Program Student Learning Outcomes & Assessment Plan

1. Members of a human services profession;
2. Members of the community in which they serve;
3. Participants in the relationship between bereaved families and those engaged in the funeral service profession;
4. Professionals knowledgeable of and compliance with federal, state and local regulatory guidelines, as well as;
5. Professionals sensitive to the responsibility for public health, safety and welfare in caring for human remains
6. To enlarge the background and knowledge of students about the funeral service profession;
7. To educate students in every phase of funeral service, and to help them to develop proficiency and skills necessary for the profession, as defined in the Preamble at the beginning of Chapter 9 of the Manual on Accreditation;
8. To educate students concerning the responsibilities of funeral service profession to the community at large;
9. To emphasize high standards of ethical conduct;
10. To provide a curriculum at the post-secondary level of instruction;
11. To encourage student and faculty research in the field of funeral service.

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
SLO 1 Members of a human services profession	The main course within the FSE Program that measures the students understanding of human services is FSE 223	The FSE Program predicts that 60% of the students will participate, using a rubric, in the course assignment for FSE 223 regarding grief and counseling. This task consists of a written presentation as well as an oral presentation, this should better their knowledge regarding human services profession.	The FSE Students completing FSE 223 met criteria for written and oral presentations (see below). The students completed the term paper and verbally discuss the paper to the class using the subject matters discussed in lectures. <i>FSE 223 Project</i> Written: 91% traditional	The FSE Program faculty will continue to strengthen student understanding regarding grief, counseling and death & dying. The curriculums for these courses are followed and improved as needed. The FSE Program is now offering FSE 223 every week instead of every other week during the fall

		<p>Note: The FSE Program started offering FSE 223 every week to improve student knowledge and NBE scores in the course (Started Fall 2018).</p>	<p>(10 of the 11 students completed the project)</p> <p>89% distance learners (42 of the 47 students completed the project)</p> <p>Oral: 91% traditional (10 of the 11 students completed the oral section of the project)</p> <p>85 % distance learners. (40 of the 47 students completed the oral section of the project)</p>	<p>semester to increase student knowledge and NBE scores.</p> <p>FSE 223 helps to develop the student understanding regarding grief counseling and death & dying. The student will also give their experiences regarding grief, dying, etc.</p>
<p>SLO 2</p> <p>Members of the community in which they serve</p>	<p>Attending 5 different types of funerals in their community. At the end of the course, students are required to tell their experience on the services and the funeral home</p>	<p>The FSE Program predicts that 60% of the student enrolled in the courses will actively participate and complete task evaluation form.</p>	<p>The FSE 228 course had more than 60% of the students participating in completing the Task Evaluation Form.</p> <p>All students are completed the Task Evaluation Form as part of the course requirement and completion. This project allowed students to serve the community from which an apprenticeship is being served.</p>	<p>The FSE Program's FSE 228 – Internship will be an on-going project. It helps to meet other standard set forth by our accreditation body, American Board of Funeral Service Education. The FSE Program thinks this was a good implementation and is benefitting the students who do not get to work funerals.</p> <p>This academic year the FSE Program changed from the mentoring project to implementing the funeral directing task evaluation form in FSE 228 – Internship. In this course, student must meet with their supervising funeral director and complete various task. One of the task includes attending 5 different types of funerals in their community. At the end of the course, students are required to tell their experience on the services and the funeral home. The supervising funeral director mentors the students on their experience in the course and</p>

				provide a grade. Students can ask the SFD any questions regarding funeral service and funeral arrangements.
<p>SLO 3</p> <p>Participants in the relationship between bereaved families and those engaged in the funeral service profession</p>	<p>The FSE students are required to obtain an apprenticeship or actively be working in a funeral home before entering the FSE Program. Students are tasked with meeting with families as well as the daily duties at their funeral homes.</p> <p>The students also complete courses that introduces them and is related to bereaved families: FSE 101 (Funeral Directing) FSE 223 (Funeral Service Social Science) FSE 225 & 226 (Funeral Service Management I and II)</p>	<p>The FSE Program requires that students have an apprenticeship to enter the program. This apprenticeship should expose students to meeting with bereaved families and be engaged in the funeral service profession.</p> <p>The FSE Program predicts that 60% of the students will be exposed to funeral service practices such as: conducting arrangements, religious practices, aftercare knowledge and legislative compliances</p> <p>The FSE Program predicts that 80% of the students completing FSE 228 will be exposed to bereaved families, transfer of remains, notification of death and attend funeral services.</p>	<p>100% of FSE students had an apprenticeship or was actively working in a funeral home.</p> <p><i>Percentages of students successfully completing FSE courses with some type of knowledge regarding bereaved families and/or involvement with a funeral service professional:</i> FSE 101 – 77% Traditional & 65% DL FSE 223 – 73% Traditional & 81% DL FSE 225 – 93% Traditional & 91% DL FSE 226–100% Traditional & 93% DL</p> <p>FSE 228 – 100% of the students completed funeral directing task sheet. This form allowed students to meet with bereaved families and attend various types of funeral services to be engaged with the funeral service profession.</p>	<p>The FSE Program requires all prospective students must have an apprenticeship or actively working in a funeral home to enter. The FSE Program continues to enforce the policy and continues to seek out opportunity for students to participate in all professional activities.</p> <p>The FSE Program will continue monitoring students' progress and improve retention by continuing to work closely with students being advised. The FSE Program continues to seek ways to encourage student involvement with bereaved families and connected to funeral service professionals. A Task Evaluation Forms is now implemented in FSE 228 – Internship to assist the program. Student are completing at 100%.</p> <p>The Funeral Directing Task Evaluation Form was implemented fall 2017, it appears to be working well. All students and supervising funeral directors are completing task with no problems. This again, is allowing students to meet with bereaved families, learn the various funeral service forms, and attend several types of services. The FSE Program meet this standard (5.4.7).</p>

	<p>Additional engagement with the funeral service profession: NFDA Certified Crematory Operator Program, Vantage Vaults, Messengers, Matthews International Educational Seminars, Presentation to the students by Batesville Casket Company</p>	<p>The FSE Program predicts that 60% of the students will participate in the various professional development for the funeral service profession.</p>	<p>Less than 60% of the students participated with the CCO Program offered during the summer 2020 and over 81% participated with the Messenger's Make It Personal Assignment that was completed online due to COVID 19.</p> <p>Note that the FSE Program did not get to meet with several vendors due to COVID 19, campus did not allow students or visitors on the campus.</p>	<p>The FSE Program will provide sign in sheets for students to effectively collect data to support this assessment. The sign in sheet will be maintain by the FSE Program for assessment purposes.</p>
<p>SLO 4 Professionals knowledgeable of and compliance with federal, state and local regulatory guidelines</p>	<p>The FSE Program offers several courses that the curriculum covers federal, state and local regulatory guidelines. FSE 110 – Funeral Service Law & Ethics FSE 225 & 226 – Funeral Service Management I & II</p> <p>National Board Examination Rates – Regulatory Compliance</p> <p>Guest speaker from the state board presents the FSE 110</p>	<p>The FSE Program predicts student will participate and receive the necessary knowledge regarding state and local regulatory standards. The FSE Program's instructors follow the curriculum set forth by the American Board of Funeral Service Education.</p> <p>The FSE Program predicts students will pass this section of the NBE with 75% or better.</p> <p>The Executive Director of the state board and OSHA expert</p>	<p><i>Percentages of students successfully participated and appear to retain the section on state and local regulations:</i> FSE 225 – 93% Traditional & 91% DL FSE 226–100% Traditional & 93% DL FSE 110 – 71% Traditional & 61% DL</p> <p>The FSE Program students met the criteria for regulatory compliance on the National Board Examination with maintaining a 78. It appears that students have knowledge of this aim for the NBE.</p> <p>The FSE Program plans implement a pre- and post-assessment of student</p>	<p>The FSE Program continues to assist students with study material for federal and state laws for the state and national board examinations. The FSE Program plans to start a FTC/OSHA Day for students. This Day will consist of AL Executive Director of the state board and OSHA compliance Brad Kuchnicki educating the student on FTC and OSHA. <i>This will be implemented in the future.</i> This project will have to wait until Fall 2021 due to COVID 19, no visits to campus</p> <p>The FSE Program will continue to monitor the progress of students completing the NBE regarding Regulatory Compliance.</p> <p>The FSE Programs will implement a pre- and post-assessment of</p>

	course every fall semester to discuss apprenticeships and basic laws.	visited the FSE 110 class and provided the opportunity for student to ask questions regarding basic laws, FTC, OSHA and maintain their apprenticeship requirements.	basic knowledge of federal and regulatory guidelines. <i>The results were misplaced during the 2019 semester, student completed pre-assessment (Fall 2020) but not post assessment due to the start of the semester and when this report is due. Will be part of the Fall 2021 assessment.</i>	student knowledge of federal and regulatory guidelines.
SLO 5 Professionals sensitive to the responsibility for public health, safety and welfare in caring for human remains	Clinical evaluation of students using the Minimum Standard for Embalming Competency checklist Pathology Pretest & Protest Assessment	The FSE Program predicts that 90% of students completing embalming clinical will be able to perform task set forth on the Minimum Standard for Embalming Competency checklist. The FSE Program predicts that 100% of students will complete the 20 clinical embalming cases on an off-campus facility. The FSE Program predicts that 100% will complete the course with a "C" or better. The FSE Program predicts that 60% of the students will gain knowledge regarding the basic public health, safety and welfare in caring for human remains for pathological disease that affects the community.	100% of the students successfully completed the FSE 203 course's Minimum Standard for Embalming Competency checklist for 2019 – 2020 100% completed the 20 clinical embalming and 100% passed FSE 203 with a C or better. No Pre or Post Assessment was given to the students due to the transition due to COVID 19. Result will be recorded for the 2020-2021 assessment. <i>n/a% (Traditional – 0 or 10 students)</i> <i>n/a% (DL – 0 of 27 students)</i>	The FSE Program continues to consistently monitor the improvement of the FSE 203 students from year to year to meet standards. The FSE 203 is taken during the last semester in the FSE Program. The FSE Program's Program Coordinator continues to review the National Board Examination results for improvement & survey clinical instructors as well as students for course improvement. The Program will continue to monitor this assessment for progress.
SLO 6 To enlarge the background and knowledge of students about the funeral service profession	The students complete several courses that introduces them to the background knowledge of funeral service profession: FSE 101 – Funeral Directing FSE 225 & 226 – Funeral Service Management I & II FSE 223 – Funeral Service Social Science	Students are required to serve a two-year apprenticeship with their prospective states, 100% enter the FSE Program had an apprenticeship	100% of students are serving their apprenticeship to perform various tasks regarding the knowledge of the funeral service profession.	The FSE Program will continue to invite and require completion of various education opportunities for students to enhance their knowledge in the funeral service profession.

	<p>State Apprenticeship Requirement</p> <p>Free Continuing Education Seminars, Free National & State Association memberships NFDA Certified Crematory Operator Program Graduate & Employer Surveys</p>	<p>The FSE Program predicts that over 60% of its students will participate in all education seminar and programs offered at the college for funeral service professions.</p> <p>The students attend free education seminars regarding various aspect of the funeral service profession.</p>	<p>The FSE Program will implement a sign in sheet just for FSE students to ensure effectiveness of data collected. The FSE Program had a large participation of students to various education seminars and free membership to the national and state associations. As well as attend the state conventions.</p> <p>State Board Meetings – Quarterly Alabama Funeral Directors Association Mid-Winter Meeting Alabama Funeral Directors and Morticians Association Convention – June 2020 Alabama Funeral Directors Association Convention – June 2020 <i>(Meetings were cancelled due to COVID)</i> Presentation by NFDA Certified Crematory Operator Program – August 2020 (COO was offered via Zoom due to COVID 19)</p>	<p>The FSE Program will continue to build relationship with the state board of funeral service.</p> <p>The FSE Program maintained a sign in sheet just for FSE students to effectively collect data for assessment purposes only. In observation, students love to attend association meetings and communicate with other funeral directors across the state and countries to discuss various aspects and new ideals for their funeral homes.</p>
<p>SLO 7</p> <p>To educate students in every phase of funeral service, and to help them to develop proficiency and skills necessary for the profession, as defined in the Preamble at the beginning of Chapter 9 of the Manual on Accreditation</p>	<p>The ABFSE curriculum course offering really satisfies this objective. The curriculum in several courses helps to give the student a broad aspect of funeral service, the necessary skills needed for the profession. This is covered in all the Arts courses as well as Sciences.</p> <p>Discussion in FSE 110</p>	<p>The FSE Program predicts that 100% of the instructors within the FSE Program will follow the curriculum set forth by the American Board of Funeral Service Education.</p> <p>The FSE Program predicts that more than 60% will meet the</p>	<p>100% of the curriculum and guidelines is being followed by all instructors within the FSE Program: Venus Smith, Jzyk Ennis, Susan Davidson, Linda Michelle Beasley, Darrin Dunn and Heath Bowen</p> <p>More than 75% met the criteria. Assessment was measured by essay questions that prepared for</p>	<p>The FSE Program's Program Coordinator checks to ensure that all curriculum and guidelines are being followed at yearly reviews with instructors. Curriculum updates are given to instructors as updated by ABFSE.</p> <p>This assessment was met. This assessment will be eliminated for</p>

	<p>Funeral Arrangement Project in FSE 226 with Messenger's Make It Personal Assignment.</p>	<p>criteria for the assessment essay in FSE 110.</p> <p>The FSE Program predicts that more than 60% will meet the criteria for the Three Phase Funeral Arrangement project in FSE 226.</p>	<p>personal/professional growth, ethical conduct / behavior through participation in formal and informal educational discussion in groups in the classroom setting and clinical evaluation of student's professional conduct.</p> <p><i>Percentages of Students:</i> <i>Note: 100% participation from traditional students and 76% participation from the distance learners.</i> 83% (10 of the 12 traditional students) and 78% (32 of the 41 distance learners) of the students successfully completed Phase I of the assessment; sitting in on actual arrangement conferences with family, this evaluated their critical thinking skills.</p> <p>83% (10 of the 12 traditional students) and 78% (32 of the 41 distance learners) of the students successfully completed Phase 2 of the assessment; assist with some part of the arrangement conference. This evaluated their basic knowledge and critical thinking skills.</p> <p>83% (10 of the 12 traditional students) and 78% (32 of the 41 distance learners) of the students successfully completed Phase 3 of the assessment; mock arrangements. The FSE faculty then has an open discussion on the pros and cons of the mock arrangements.</p> <p>100% of students are serving their apprenticeship to perform various</p>	<p>the 2020 – 2021 assessment report. Will not be used Fall 2020.</p> <p>The Messenger project in FSE 226 continues to help develop proficiency and skills necessary for the profession. The students love this project.</p> <p>The FSE Program will continue to build relationship with the state</p>
	<p>Apprenticeship Requirement</p>	<p>Students are required to serve a two-year apprenticeship with</p>		

	<p>Graduate survey from employers, discussion with owners/managers of funeral homes.</p> <p>Maintain ABFSE Program accreditation</p>	<p>their prospective states, 100% enter the FSE Program had an apprenticeship</p> <p>The FSE Program predicts that 100% of the Employer-Graduation Surveys will be conducted by Program faculty.</p> <p>The FSE Program will continue to maintain accreditation standards.</p>	<p>tasks regarding the knowledge of the funeral service profession.</p> <p>The FSE Program conducts their own Employers and Graduate Surveys for the purpose of maintaining accreditation. JSCC also conducts graduate surveys, they are maintained in the Institutional Effectiveness Department. However, informal discussions with owners-managers were conducted during the funeral home visits. This is an excellent way for the FSE Program to effectively gather constructive comments from owners.</p> <p>The FSE Program currently has a seven-year accreditation. The 2018 Annual Report was successfully completed and accepted.</p>	<p>board of funeral service and ensure requirements are met.</p> <p>The FSE Program will continue follow up on Employer/Graduation Surveys to detect any deficiencies and improve for the FSE Program for 2019 - 2020. The FSE Program has implemented our own graduate-employer survey. There was a very low participation of Graduate Surveys this year due to COVID 19 and the transition to 100% online. The Program Coordinator did not follow up with responses as usual. However, this will be worked on during the Fall 2020 semester.</p> <p>The FSE Program will continue to maintain ABFSE accreditation and maintain the standards.</p>
<p>SLO 8</p> <p>To educate students concerning the responsibilities of funeral service profession to the community at large</p>	<p>The main courses within the FSE Program that measures the students: FSE 110 – Funeral Service Law & Ethics FSE 101 – Funeral Directing FSE 223 – Funeral Service Social Science State Apprenticeship Requirement</p> <p>NFDA Certified Crematory Operator Program, Matthews International Educational Seminars, Presentation to students by Vantage Vaults</p>	<p>Students are required to serve a two-year apprenticeship with their prospective states, 100% enter the FSE Program had an apprenticeship</p> <p>The FSE Program predicts that over 60% of its students will participate in all education seminar and programs offered at the college for funeral service professions.</p>	<p>100% of students are serving their apprenticeship to perform various tasks regarding the knowledge of the funeral service profession.</p> <p>The FSE Program will implement a sign in sheet just for FSE students to ensure effectiveness of data collected. The FSE Program had a no participation of students to various education seminars and free membership to the national and state</p>	<p>The FSE Program will continue to enhance student responsibilities of the funeral service profession.</p> <p>The FSE Program will continue to build relationship with the state board of funeral service and ensure requirements are met.</p> <p>The FSE Program will implement a sign in sheet just for FSE students to effectively collect data. Data collect was limited due to COVID 19 and cancellation of various meetings.</p>

			<p>associations due to COVID 19. As well as attend the state conventions. State Board Meetings – Quarterly Alabama Funeral Directors Association Mid-Winter Meeting Alabama Funeral Directors and Morticians Association Convention – June 2020 Alabama Funeral Directors Association Convention Presentation by NFDA Certified Crematory Operator (CCO) Program – August 2020</p>	<p>Students were able to participate in the CCO program via Zoom with NFDA.</p>
<p>SLO 9 To emphasize high standards of ethical conduct</p>	<p>The FSE Program always encourages and exemplifies ethical conduct. FSE 110 course every fall semester to discuss apprenticeship and basic laws.</p> <p>Several courses exhibit and encourages ethical conduct for the funeral service profession: FSE 110 – Funeral Service Law & Ethics FSE 225 & 226 – Funeral Service Management I & II FSE 101 – Funeral Directing FSE 223 – Funeral Service Social Science FSE 203 – Embalming Laboratory</p> <p>Graduate and Employer Surveys</p>	<p>The FSE Program predicts that more than 60% will meet the criteria for the assessment essay in FSE 110.</p> <p>The FSE Program predicts student will participate and receive the necessary knowledge regarding state and local regulatory standards. The FSE Program's instructors follow the curriculum set forth by the American Board of Funeral Service Education.</p> <p>The FSE Program predicts that 100% of the Employer-Graduation Surveys will be conducted by Program faculty.</p>	<p>More than 65% met the criteria. Assessment was measured by essay questions that prepared for personal/professional growth, ethical conduct / behavior through participation in formal and informal educational discussion in groups in the classroom setting and clinical evaluation of students' professional conduct.</p> <p><i>Percentages of students successfully participated and appear to retain the section on ethical conduct:</i> FSE 101 – 77% Traditional & 65% DL FSE 223 – 73% Traditional & 81% DL FSE 225 – 93% Traditional & 91% DL FSE 226–100% Traditional & 93% DL FSE 110 – 71% Traditional & 61% DL FSE 203 – 100%</p> <p>The FSE Program does not currently have the data to make calls. However, informal discussions with owners-managers were conducted.</p>	<p>The FSE Program continues to set and exemplify ethical conduct. We encourage students as well as professionals to set high standards regarding the funeral service profession.</p> <p>Knowledge of state laws is highly encouraged and demonstrated among the faculty</p> <p>The FSE Program will continue to promote high ethical standards and conduct within the profession.</p> <p>The FSE Program will continue follow up on Employer/Graduation Surveys to detect any deficiencies and improve for the FSE Program for 2019 - 2020. The FSE Program</p>

			Graduate and Employer Surveys for satisfaction of program completion and knowledge. The FSE Program has implemented our own graduate-employer survey.	has implemented our own graduate-employer survey. There was a very low participation of Graduate Surveys this year due to COVID 19 and the transition to 100% online. The Program Coordinator did not follow up with responses as usual. However, this will be worked on during the Fall 2020 semester.
SLO 10 To provide a curriculum at the post-secondary level of instruction	The FSE Program meets and follows all curriculums set forth by the American Board of Funeral Service Education. The FSE Program also follows all standards and accreditation requirement for Jefferson State Community College (post-secondary level).	The FSE Program predicts that 100% of the curriculum set forth by ABFSE and SACS (Southern Association of Colleges and Schools) will be followed.	The FSE Program follows program requirement for all students (Apprenticeship and Academic Requirements. The FSE Program follows requirements and guidelines set forth by Jefferson State CC (100%)	The FSE Program will continue to educate ourselves of guideline changes for post-secondary.
SLO 11 To encourage student and faculty research in the field of funeral service	Jefferson State Community College offers professional development to all faculties; the FSE Program faculty takes advantage of most of the professional development opportunity when offered. FSE 226 – Funeral Service Management II class has a research assignment that the students are partner with Messenger Finer Funeral Stationery (Project is titled - Messenger's Make It Personal) FSE 226 class visits Learning Resource Center every summer to complete an overall of the resources with a Learning Resource Personnel	100% of the full-time faculty in the FSE Program will participate in professional development activities, seminar, events, meetings, etc. The FSE Program predicts that more than 60% of the student will complete the Messenger Assignment. The FSE 226 course facilitates a learning opportunity for students regarding how to research and use publications in the center.	100% of the full-time faculty participated in professional development meetings, seminar and activities. The faculty is very active in state and national associations where membership and officers are held: NFDA, NFDMA, AFDA, AFDMA, ABFSE, FAMIC and AL State Board <i>Percentage of Students:</i> 81% (Traditional & DL – 43 of 53 students) successful completed the assignment.	The FSE Program will continue to be a driving force regarding professional development. The college supports the faculty 100% to participate in professional development. The FSE Program will continue to promote student and faculty research within the funeral service profession.

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Submitted by: Venus N.R. Smith