



## Assessment Record

Program: Funeral Service Education

Assessment period: 2020 - 2021

### 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

- SLO 1 Explain the importance of funeral service professionals in developing relationships with the families and communities they serve.
- SLO 2 Identify standards of ethical conduct in funeral service practice.
- SLO 3 Interpret how federal, state, and local laws apply to funeral service in order to ensure compliance.
- SLO 4 Apply principles of public health and safety in the handling and preparation of human remains.
- SLO 5 Demonstrate technical skills in embalming and restorative art that are necessary for the preparation and handling of human remains.
- SLO 6 Demonstrate skills required for conducting arrangement conferences, visitations, services, and ceremonies.
- SLO 7 Describe the requirements and procedures for burial, cremation, and other accepted forms of final disposition of human remains.
- SLO 8 Describe methods to address the grief-related needs of the bereaved.
- SLO 9 Explain management skills associated with operating a funeral establishment.
- SLO 10 Demonstrate verbal and written communication skills and research skills needed for funeral service practice.

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
<p><b>SLO 1</b> Explain the importance of funeral service professionals in developing relationships with the families and communities they serve.</p>	<p>The FSE Program implemented 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 tasks 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 provide a grade. Students can ask the SFD any questions regarding funeral service and funeral arrangements.</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 100% 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><b>SLO 2</b> Identify standards of ethical conduct in funeral service practice.</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>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</p>	<p>77% 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 – 0% Traditional &amp; 92% DL  FSE 223 – 0% Traditional &amp; 94% DL  FSE 225 – 0% Traditional &amp; 82% DL  FSE 226 – 0% Traditional &amp; 93% DL</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>Several courses exhibit and encourages ethical conduct for the funeral service profession:</p>

		<p>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>Due to the increased volume of funerals, the FSE Program predicts that 70% of the Employers will complete survey and 70% of students will complete the Graduated Survey.</p>	<p>FSE 110 – 0% Traditional &amp; 93% DL FSE 203 – 100%</p> <p>Graduate and Employer Surveys for satisfaction of program completion and knowledge. The FSE Program has implemented our own graduate-employer survey.</p>	<p>FSE 110 – Funeral Service Law &amp; Ethics FSE 225 &amp; 226 – Funeral Service Management I &amp; II FSE 101 – Funeral Directing FSE 223 – Funeral Service Social Science FSE 203 – Embalming Laboratory</p> <p>Graduate and Employer Surveys Due to COVID-19, all students were considered Distance Learning. The FSE Program will continue follow up on Employer/Graduation Surveys to detect any deficiencies and improve for the FSE Program for 2020 - 2021. The FSE Program has implemented our own graduate-employer survey. There was a very low participation of Employer Surveys this year due to COVID 19 and increased volume of work at the funeral homes. Owner/Supervisor are busy and unable to complete in a timely manner, if at all.</p>
<p><b>SLO 3</b> Interpret how federal, state, and local laws apply to funeral service in order to ensure compliance.</p>	<p>The FSE Program offers several courses that the curriculum covers federal, state and local regulatory guidelines. FSE 110 – Funeral Service Law &amp; Ethics FSE 225 &amp; 226 – Funeral Service Management I &amp; II</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><i>Percentages of students successfully participated and appear to retain the section on state and local regulations:</i> FSE 225 – 0% Traditional &amp; 82% DL FSE 226 – 0% Traditional &amp; 93% DL FSE 110 – 0% Traditional &amp; 93% DL</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 conducted Zoom calls with the AL Executive Director of the state board and OSHA compliance Brad Kuchnicki educating the student on FTC and OSHA. The FSE Program still plans to implement a "Compliance Day" with the state boards, FTC and OSHA. Due to COVID-19 this ideal was postponed.</p>

	<p>National Board Examination Rates – Regulatory Compliance</p> <p>Guest speaker from the state board presents the FSE 110 course every fall semester to discuss apprenticeships and basic laws.</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 visited the FSE 110 class and provided the opportunity for student to ask questions regarding basic laws, FTC, OSHA and maintain their apprenticeship requirements.</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 did implement a pre- and post-assessment of student basic knowledge of federal and regulatory guidelines for 2019 – 2020, post assessment was not collected.</p>	<p>The FSE Program will continue to monitor the progress of students completing the NBE regarding Regulatory Compliance.</p> <p>The FSE Programs has completed the pre-assessment for 2020 – 2021 but post-assessment of student knowledge of federal and regulatory guidelines has not been collected.</p>
<p><b>SLO 4</b> Apply principles of public health and safety in the handling and preparation of human remains.</p>	<p>Clinical evaluation of students using the Minimum Standard for Embalming Competency checklist</p> <p>Pathology Pretest &amp; Protest Assessment</p>	<p>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.</p> <p>The FSE Program predicts that 100% of students will complete the 20 clinical embalming cases on an off-campus facility (Funeral Homes). The FSE Program predicts that 100% will complete the course with a “C” or better.</p> <p>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.</p>	<p>100% of the students successfully completed the FSE 203 course’s Minimum Standard for Embalming Competency checklist for 2020 – 2021.</p> <p>100% completed the 20 clinical embalming and 100% passed FSE 203 with a C or better.</p> <p>The Pre or Post Assessment results will be recorded for the 2020-2021 assessment: Traditional – All students are DL students 97% (35 of 36 students) completed Pre &amp; Post Assessment 29 – Improved in content area – 83% 4 – Remain the same content area – 11% 2 – Regressed in content area – 6%</p>	<p>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.</p> <p>The FSE Program’s Program Coordinator continues to review the National Board Examination results for improvement &amp; survey clinical instructors as well as students for course improvement.</p> <p>The Program will continue to monitor this assessment for progress.</p>

<p><b>SLO 5</b></p> <p>Demonstrate technical skills in embalming and restorative art that are necessary for the preparation and handling of human remains.</p>	<p>Clinical evaluation of students using the Minimum Standard for Embalming Competency checklist</p> <p>The students complete an online OSHA Hazard Communication/SDS Binder Project in FSE 202 – Embalming II</p> <p>Students are required to attend six (6) hours of FSE 214 – Advanced Restorative Art during the summer semesters</p>	<p>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.</p> <p>The FSE Program predicts that 100% of students will complete the 20 clinical embalming cases on an off-campus facility (Funeral Homes).</p> <p>The FSE Program predicts that 100% will complete the course with a “C” or better</p> <p>The FSE Program predicts that 60% of the students will complete the OSHA/SDS project. The project is given to educate students on various chemical and protocols of OSHA regarding embalming.</p> <p>The FSE Program predicts that 85% of the students will complete the required six (6) hours of RA Lab to learn the basic technical skills of feature building and review the various items, tools, etc. used in RA.</p>	<p>100% of the students successfully completed the FSE 203 course’s Minimum Standard for Embalming Competency checklist for 2020 – 2021.</p> <p>100% of the students (36 or 36 students) completed the projects.</p> <p>97% of students (36 out of 37 students) completed RA Lab.</p>	<p>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.</p> <p>The FSE instructor will continue to promote this project. The project allows students to monitor the safety protocols in the funeral home as well as in the embalming room.</p> <p>The FSE instructor will continue to offer RA Lab (6 hours) to students to educate them on the various skills of feature building.</p>
<p><b>SLO 6</b></p> <p>Demonstrate skills required for conducting arrangement conferences, visitations, services, and ceremonies.</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 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>100% of FSE students had an apprenticeship or was actively working in a funeral home.</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 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 &amp; 226 (Funeral Service Management I and II)</p> <p>FSE 228 (Internship)</p> <p>Additional engagement with the funeral service profession:  NFDA Certified Crematory Operator Program, Vantage Vaults, Messengers and Matthews International Educational Seminars</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>The FSE Program predicts that 60% of the students will participate in the various professional development for the funeral service profession.</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 – 0% Traditional &amp; 92% DL  FSE 223 – 0% Traditional &amp; 94% DL  FSE 225 – 0% Traditional &amp; 82% DL  FSE 226 – 0% Traditional &amp; 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>Summer 2021, the FSE Program was able to have NFDA's Certified Cremation Operator Program on campus. 60% of the students participated with the CCO Program offered during the summer 2021. Some completed the online option of the CCO Program. 95% (55 of 59 students) participated with the Messenger's Make It Personal Assignment that was completed online due to COVID 19.</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 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 (5.4.8).</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>
--	--	--	---	--

			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 until Summer 2021.	
<p><b>SLO 7</b> Describe the requirements and procedures for burial, cremation, and other accepted forms of final disposition of human remains.</p>	<p>The main courses within the FSE Program that measures the students: FSE 110 – Funeral Service Law &amp; Ethics FSE 101 – Funeral Directing FSE 223 – Funeral Service Social Science</p> <p>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 offered NFDA's Certified Cremation Operator Program online as well as in person during the 2020 – 2021. 60% of the students participated with the CCO Program No additional visitors to the college due to COVID 19.</p> <p>None of the following was offered in person during the 2020 – 2021 due to COVID 19:</p> <p>State Board Meetings – Quarterly (online only) Alabama Funeral Directors Association Mid-Winter Meeting. Alabama Funeral Directors and Morticians Association Convention – June 2021 (online only) Alabama Funeral Directors Association Convention Presentation by NFDA Certified Crematory Operator (CCO) Program – June 2021 (in person and online)</p>	<p>The FSE Program will continue to enhance student responsibilities of the funeral service profession. The FSE Program's instructors follow the curriculum set forth by the American Board of Funeral Service Education.</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 offered the online NFDA's CCO Program option to students as well as in-person option.</p>

	FSE 101 – Funeral Directing, U.S. Flag Presentation. The students learn how to fold and present that flag to the family at the end of committal service.	The FSE Program predicts that 85% of the students will participate and demonstrate how to fold the U.S. Flag for burial.	89% of the students (66 of 74 students) participated in the flag folding presentation for FSE 101. The project entailed how to fold and present to a family at the end of the committal service.	The FSE 101 Instructor found this project for the students to be helpful and informative. Helps to build the students understanding and comfort for talking to the family.
<b>SLO 8</b> Describe methods to address the grief-related needs of the bereaved.	The main course within the FSE Program that measures the students understanding of human services is FSE 223 (Funeral Service Social Science). 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.	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.  <b><i>FSE 223 Project</i></b> Due to COVID 19 all students were considered DL students. <b>Written: 0% traditional 96%% distance learners</b> (65 of the 68 students completed the project)  <b>Oral: 0% traditional 91 % distance learners.</b> (62 of the 68 students completed the oral section of the project)	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 semester to increase student knowledge and NBE scores.
<b>SLO 9</b> Explain management skills associated with operating a funeral establishment.	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.  Funeral Arrangement Project in FSE 226 with Messenger's Make It Personal Assignment.	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.  The FSE Program predicts that more than 60% will meet the criteria for the Three Phase Funeral Arrangement project in FSE 226.	100% of the curriculum and guidelines is being followed by all instructors within the FSE Program: Venus Smith, Jzyk Ennis, Susan Davidson, Mary Allice Robinson. New faculty for sciences will start Fall 2021 with the FSE Program, Susan Davidson retired.  <i>Note: All students were considered Distance Learner. Due to COVID 19 no students were on the campus for classes.</i>	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.  The Messenger project in FSE 226 continues to help develop proficiency and skills necessary for the profession. The students love this project.



	<p>Apprenticeship Requirement</p> <p>Graduate survey from employers, discussion with owners/managers of funeral homes.</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 100% of the Employer-Graduation Surveys will be conducted by Program faculty.</p>	<p><b>0%</b> Traditional students <b>98%</b> (55 of the 59 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><b>0%</b> Traditional students <b>98%</b> (55 of the 59 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><b>0%</b> Traditional students <b>97%</b> (57 of the 59 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 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</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 continue follow up on Employer/Graduation Surveys to detect any deficiencies and improve for the FSE Program for 2020 - 2021. The FSE Program has implemented our own graduate-employer survey. There was a very low participation of Graduate Surveys this year due to</p>
--	--	--	---	---

	Maintain ABFSE Program accreditation	The FSE Program will continue to maintain accreditation standards.	for the FSE Program to effectively gather constructive comments from owners.  The FSE Program currently has a seven-year accreditation. The 2018 Annual Report was successfully completed and accepted.	COVID 19 and the transition to 100% online.  The FSE Program will continue to maintain ABFSE accreditation and maintain the standards.
<b>SLO 10</b>  Demonstrate verbal and written communication skills and research skills needed for funeral service practice.	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 students 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> 93% (DL – 55 of 59 students) successful completed the assignment.  FSE 226 completed the Learning Resource Center via Zoom with the class. The Zoom orientation covered the facilities, how to research information, etc.	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 the students' interaction with vendors and resourceful communication.  The FSE Program will continue to promote student and faculty research within the funeral service profession.
<b>Plan submission date: 09/23/2021</b>			<b>Submitted by: Venus N.R. Smith</b>	