Funeral Services

Comprehensive Academic Program Review
2011-12

Associate in Science Degree:
Funeral Services

Institutional Research and Effectiveness
St. Petersburg College

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Executive Summary

Introduction

The program review process at St. Petersburg College (SPC) is a collaborative effort designed to continuously measure and improve the quality of educational services provided to the community.

Program Description

The Funeral Services program is designed to prepare students for the position of licensed funeral director and/or embalmer or for the position of registered direct disposer in the state of Florida. The curriculum includes study of embalming, reconstruction, legal issues, and memorialization, to prepare the graduate for a career in funeral service.

Degree Offered

An Associate in Science Degree in Funeral Services is offered at SPC.

Program Performance

- *Actual Course Enrollment* increased in Fall (305) and Summer (162) 2010-11 from the previous year, but decreased during Spring (351).
- *Unduplicated Headcount* increased in the Fall, Spring, and Summer semesters in 2010-11 from the previous year.
- *Student Semester Hour (SSH) Productivity* decreased in Fall (0.9), Spring (1.1), and Summer (0.8) from the previous year.
- The number of *program graduates* in the Funeral Services program decreased slightly in 2010-11 (19) from the previous year (20).
- The majority of students in the program continue to *succeed* in the courses. In Spring 2011, 70.8% of the students were successful as compared to 77.5% in Spring 2012. In Fall 2010, 70.8% of the students were successful as compared to 74.1% of students in Fall 2011.
- *Fulltime Faculty* taught 77.0% of the ECHs in 2010-11 as compared to 81.6% in 2009-10. Adjunct Faculty taught 23.0% of the ECHs in 2010-11 as compared to 18.4% in 2009-10.
- The highest semester for Adjunct ECHs in 2010-11 was the Summer semester in which adjunct faculty taught 29.4% of the program's course load. The three-semester average for adjuncts (23.0%) in 2010-11 is not consistent with the College's general 65/35 Fulltime/Adjunct Faculty Ratio guideline.

Program Profitability

- The *Relative Profitability Index (RPI-T)* for the Funeral Services program increased (1.0) in 2011-12 from the previous year (0.8), reaching a six year high in 2011-12.

Program Improvements

- There were no *Capital Expenditures* (Fund 10 and 16) for the Funeral Services program (Org: 11230110) during the past three years.

- The *2009-10 Academic Program Assessment Report* indicated that the desired results were met for all four Major Learning Objectives (MLOs) assessed, with the exception of the Science Section in 2007, for which no data were provided.
- The *2009-10 Academic Program Assessment Follow-up Report* was completed in April 2011. All action items were successfully completed and the results published in the July 2009-2010 follow-up report. The next assessment report is scheduled to be completed during the 2012-2013 academic year.

Stakeholder Perceptions

- All the individual average content area scores for the *Student Survey of Instruction (SSI)* were above the traditional threshold (an average of 5.0) used by the College for evaluating seven-point satisfaction scales. These results suggest general overall satisfaction with the courses within the Funeral Services program; specifically, as they relate to faculty engagement, preparation and organization, and course instruction. However, there were no data available for Summer 2010.
- A Funeral Services *advisory committee meeting* was held on November 4, 2011. The meeting consisted of program recommendations concerning use of the crematory and an embalming machine, changes in the admission policies, review of the viability report, state authorization of distance education, and an embalming seminar.
- Nineteen *Recent Alumni surveys* were provided to the 2009-10 graduates of the Funeral Services program. Forty-seven percent of the graduates responded to the survey (9 of the 19). Not all respondents answer every survey question; therefore, the percentages listed below represent the responses to each survey question in relation to the total number of responses received for each question.

  Notable results include:
  o 100.0% of recent graduate survey respondents, who were employed, were employed full-time.
  o 88.9% of recent graduate survey respondents had a current position related to their studies.
  o 44.4% of recent graduate survey respondents indicated their main goal in completing a degree or certificate at SPC was to "Change career fields," 22.2% "Obtain employment," while the remaining 33.3% selected "Meet certification/training needs."
  o 33.3% of recent graduate survey respondents indicated that their SPC degree allowed them to "Earn more money," 88.9% "Meet certification-training needs," 33.3% "Change career fields," 11.1% "Get a promotion," and 22.2% "Obtain employment." [Note: The total may exceed 100% as this question allows multiple responses.]
  o 66.7% of recent graduate survey respondents indicated that SPC did "Exceptionally well" in helping them meet their goal, while 33.3% said "Very well."
  o 11.1% of recent graduate survey respondents indicated that they earned between $20.00 and $24.99 per hour ($42,000 - $51,999 annually), 11.1%

indicated earnings between $15.00 and $19.99 per hour ($31,000 - $41,999 annually), and 66.7% indicated earnings between $10.00 and $14.99 per hour ($21,000 - $30,999). The remaining 11.1% earned $25.00 or more per hour ($52,000 or more annually).

- o 100.0% of recent graduate survey respondents would recommend SPC's Funeral Services program to another.
- Three *employer surveys* were sent out based on permissions provided by recent graduates in the 2009-10 recent alumni survey. One-hundred percent of the employers surveyed responded to the survey.

    Notable Results include:
    - o 100.0% of employers responding to the survey indicated they would hire another graduate from SPC.
    - o 100.0% of employers responding to the survey had graduate employees who earned between $15.00 and $19.99 per hour ($31,000 - $41,999 annually).

Occupation Profile
- One *occupation description,* Funeral Directors, was located in the Bureau of Labor Statistics for the Funeral Services program.
- The *2010 median yearly income* for Funeral Directors was $54,300 in the United States and $57,300 in Florida.
- *Employment trend information* for Funeral Directors showed an average annual increase (5% - 12%) in employment for the profession over the next 6 years for both the country and state.
- The *major employers* of the Funeral Services graduates are Anderson-McQueen Funeral Homes, Toale Brothers Funeral Homes, Manasota Memorial Park & Funeral Home, and Swilley Funeral Home.
- *Total Placement* in the Funeral Services program decreased in 2008-09 (80%) from 2007-08 (87%).

State Graduates Outcomes
- *State Graduates data* indicated that forty-five students completed a state Funeral Services program in 2008-09, of those thirty-five had some matching state data and were employed. Seventy-four percent (74%) of those state graduates were employed at least a full quarter. SPC's graduates exceeded this rate with 92% of the graduates employed at least a full quarter.

Program Administrator's Perspective: Issues, Trends, and Recent Successes
The Funeral Services program has adopted a new admissions process. Due to the recent high demand for the program, a selective admissions process with advertised application deadlines was implemented.   The old waiting list process was extending student's admission into the program by over one year.   The change to selective admissions is expected to result in students who are better prepared to succeed in the program.

The Funeral Services program began offering a Certificate in Funeral Arts in summer of 2011. This certificate provides students who are only interested in the funeral directing

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side of the profession, an option to become licensed funeral directors in the state of Florida (without being embalmers). The new certificate is not accredited by the American Board of Funeral Service Education. It was implemented to meet the needs of the funeral service industry, as new legislation became effective in October 2010.

As cremation has become the most prevalent choice of final disposition, the program has developed a new course, FSE 1150 Cremation History, Principles and Practices. For the Funeral Services program to remain the top choice in funeral service education in the state, the program will need to provide more hands on experience. Having a crematory located on campus, would provide students with the necessary cremation skills.

Recommendations/Action Plan
- Program Recommendations and action plans are compiled by the Provost and Program Administrator, and are located at the end of the document.

SPC Mission Statement

The mission of St. Petersburg College is to provide accessible, learner-centered education for students pursuing selected baccalaureate degrees, associate degrees, technical certificates, applied technology diplomas and continuing education within our service area and globally, while retaining leadership as a comprehensive, sustainable, multi-campus postsecondary institution and as a creative partner with students, communities, and other educational institutions to deliver rich learning experiences and to promote economic and workforce development. St. Petersburg College fulfills its mission led by an outstanding, diverse faculty and staff and enhanced by advanced technologies, distance learning, international education opportunities, innovative teaching techniques, comprehensive library and other information resources, continuous institutional self-evaluation, a climate for student success, and an enduring commitment to excellence.

Introduction

In a holistic approach, the effectiveness of any educational institution is the aggregate value of the education it provides to the community it serves. For over seventy-five years, St. Petersburg College (SPC) has provided a wide range of educational opportunities and services to a demographically diverse student body producing tens of thousands of alumni who have been on the forefront of building this county, state, and beyond. This is due, in large part, to the College's institutional effectiveness.

Institutional Effectiveness

Institutional Effectiveness is the integrated, systematic, explicit, and documented process of measuring performance against the SPC mission for the purposes of continuous improvement of academic programs, administrative services, and educational support services offered by the College.

Operationally, the institutional effectiveness process ensures that the stated purposes of the College are accomplished. In other words did the institution successfully execute its mission, goals, and objectives? At SPC, the Offices of Planning, Budgeting, and Research work with all departments and units to establish measurable statements of intent that are used to analyze effectiveness and to guide continuous quality

improvement efforts. Each of St. Petersburg College's units is required to participate in the institutional effectiveness process.

The bottom-line from SPC's institutional effectiveness process is improvement. Once SPC has identified what it is going to do then it acts through the process of teaching, researching, and managing to accomplish its desired outcomes. The level of success of SPC's actions is then evaluated. A straightforward assessment process requires a realistic consideration of the intended outcomes that the institution has set and a frank evaluation of the evidence that the institution is achieving that intent.

There is no single right or best way to measure success, improvement, or quality. Nevertheless, objectives must be established, data related to those objectives must be collected and analyzed, and the results of those findings must be used to improve the institution in the future. The educational assessment is a critical component of St. Petersburg College's institutional effectiveness process.

Educational Assessment

Educational programs use a variety of assessment methods to improve their effectiveness. Assessment and evaluation measures are used at various levels throughout the institution to provide provosts, deans, program managers, and faculty vital information on how successful our efforts have been.

While the focus of a particular educational assessment area may change, the assessment strategies remain consistent and integrated to the fullest extent possible. The focus for Associate in Arts degrees is targeted for students continuing on to four-year degree programs as opposed to the Associate in Applied Science, Associate in Science, and Baccalaureate programs which are targeted towards students seeking employable skills. The General Education based assessments focus on the general learning outcomes from all degree programs, while Program Review looks at the viability of the specific programs.

The individual reports unique by their individual nature are nevertheless written to address how the assessments and their associated action plans have improved learning in their program. The College has developed an

Educational Assessment Website (https://it.spcollege.edu/edoutcomes/) to serve as repository for all SPC's educational outcomes reports and to systematically manage our assessment efforts.

Program Review Process

The program review process at St. Petersburg College is a collaborative effort to continuously measure and improve the quality of educational services provided to the community. The procedures described below go far beyond the "periodic review of existing programs" required by the State Board of Community Colleges; and exceeds the necessary guidelines within the Southern Association of Community Colleges and Schools (SACS) review procedures.

State guidelines require institutions to conduct program reviews every seven years as mandated in chapter 1001.03(13) of the Florida Statutes, the State Board of Education (formerly the Florida Board of Education) must provide for the review of all academic programs.

> *(13) ...CYCLIC REVIEW OF POSTSECONDARY ACADEMIC PROGRAMS.--The State Board of Education shall provide for the cyclic review of all academic programs in community colleges and state universities at least every 7 years. Program reviews shall document how individual academic programs are achieving stated student learning and program objectives within the context of the institution's mission. The results of the program reviews shall inform strategic planning, program development, and budgeting decisions at the institutional level.*

In addition, Rule 6A-14.060 (5) states that each community college shall:

> *(5) ...Develop a comprehensive, long-range program plan, including program and service priorities. Statements of expected outcomes shall be published, and facilities shall be used efficiently to achieve such outcomes. Periodic evaluations of programs and services shall use placement and follow-up data, shall determine whether expected outcomes are achieved, and shall be the basis for necessary improvements.*

In 2007, SPC reduced the recommended program review timeline to three years to coincide with the long-standing three-year academic program assessment cycle, producing a more coherent and integrated review

process. Figure 1 represents the relationship between program assessment and program reviewing during the three-year assessment cycle.
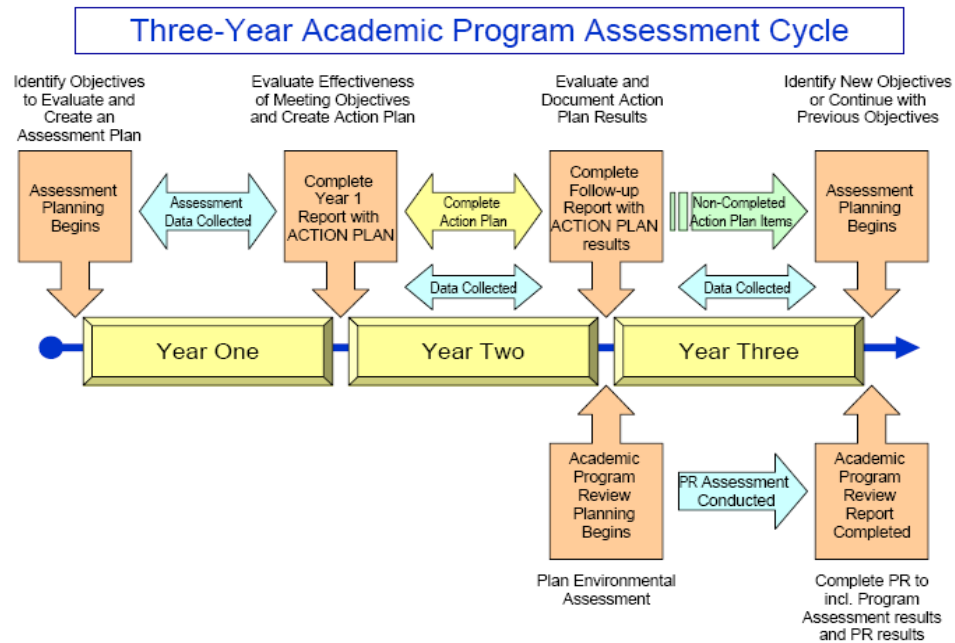
Figure 1: Three-Year Academic Program Assessment Cycle

Program Description

The Funeral Services program is designed to prepare students for the position of licensed funeral director and/or embalmer, or for the position of registered direct disposer in the state of Florida. The curriculum includes study of embalming, reconstruction, legal issues, and memorialization, to prepare the graduate for a career in funeral service.

Degree Offered
An Associate in Science Degree in Funeral Services is offered at SPC.

For a complete listing of all courses within the Funeral Services program, please see Appendix A.

Accreditation

The Funeral Services Program is fully accredited by the American Board of Funeral Services Education (ABFSE). It was last accredited in 2008 and the next accreditation will take place in 2015.

Major Learning Outcomes

1. The student will demonstrate the ability to do pre-embalming analysis, prepare an embalming solution, identify injection sites, evaluate embalming procedures, and determine areas adequately preserved for the dead human body.
2. The student will apply the knowledge of the ethical and legal guidelines associated with dealing with variations of funeral customs influenced by religions, cultures and geographical regions.
3. The student will demonstrate the ability to prepare various types of legal documents, correspondence with families, clergy, doctors and industry suppliers in the funeral home profession.
4. The student will be able to analyze statistical information to be able to determine prices of services and merchandise for the funeral home.

Program Performance

Actual Course Enrollment

Actual Course Enrollment is calculated using the sum of actual student enrollment for the courses within the program (Academic Organization Code). This number is a duplicated headcount of students enrolled in the program's core courses, and does not reflect the actual number of students enrolled in the A.S. program or its associated certificates (if applicable). Actual Course Enrollment increased in Fall (305) and Summer (162) 2010-11 from the previous year, but decreased during Spring (351), as shown in Figure 2.
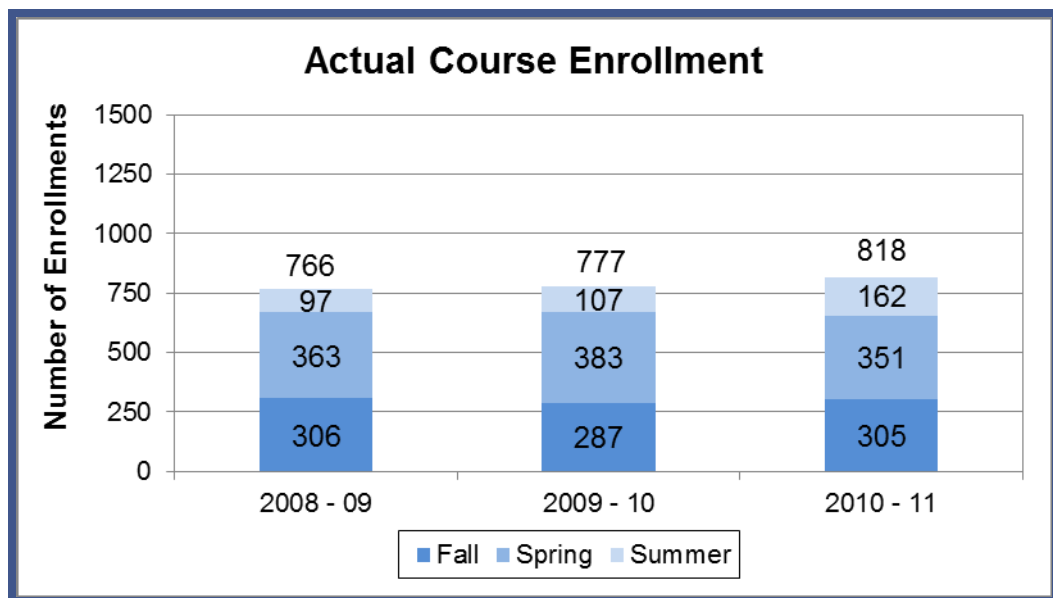
Figure 2: Actual Course Enrollment

Source: PeopleSoft Student Administration System: Course Management Summary Report (S_CMSUMM)

Unduplicated Headcount

Unduplicated Headcount is the total number of unduplicated students with a program plan within the area of study (e.g., A.S. or certificate) that are currently enrolled in a course under that Academic Org. during the term of interest. This excludes 1) students in a different program plan or 2) students in the right program plan who are not taking courses within that Academic Org. for the term of interest. Unduplicated Headcount increased in the Fall, Spring, and Summer semesters in 2010-11 from the previous year, as shown in Figure 3.
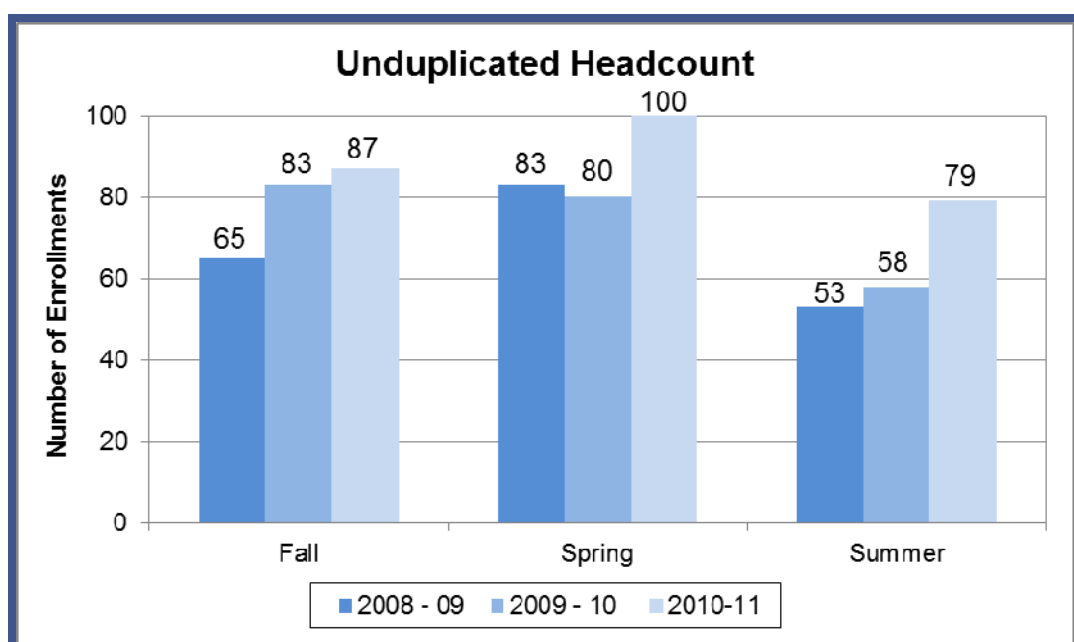
Figure 3: Unduplicated Headcount

Source: PeopleSoft Student Administration System

Productivity

Student Semester Hour (SSH) Productivity is calculated by dividing actual SSH by the budgeted SSH. SSH productivity decreased in Fall (0.9), Spring (1.1), and Summer (0.8) from the previous year, as shown in Figure 4.
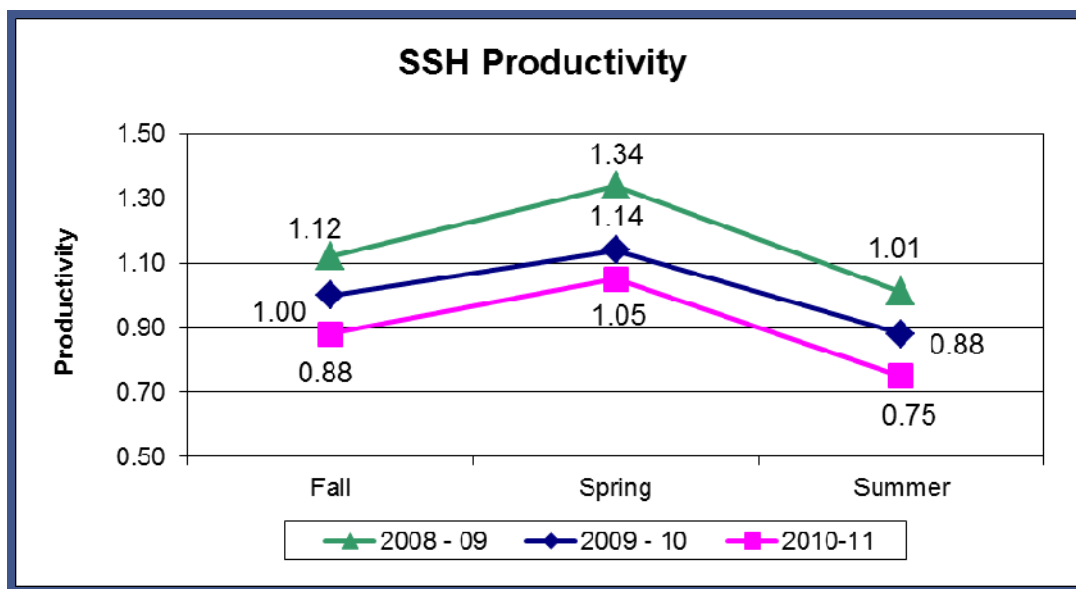
Figure 4: SSH Productivity

Source: PeopleSoft Student Administration System: Course Management Summary Report (S_CMSUMM)
Note: SSH Productivity data are displayed using two decimal places due to the proximity of the values.

Program Graduates

The number of AS graduates in the Funeral Services program decreased slightly in 2010-11 (19) from the previous year (20), as shown in Figure 5.

Figure 5: Program Graduates

Source: 2011-12 SPC Factbook, Table 31

Grade Distributions

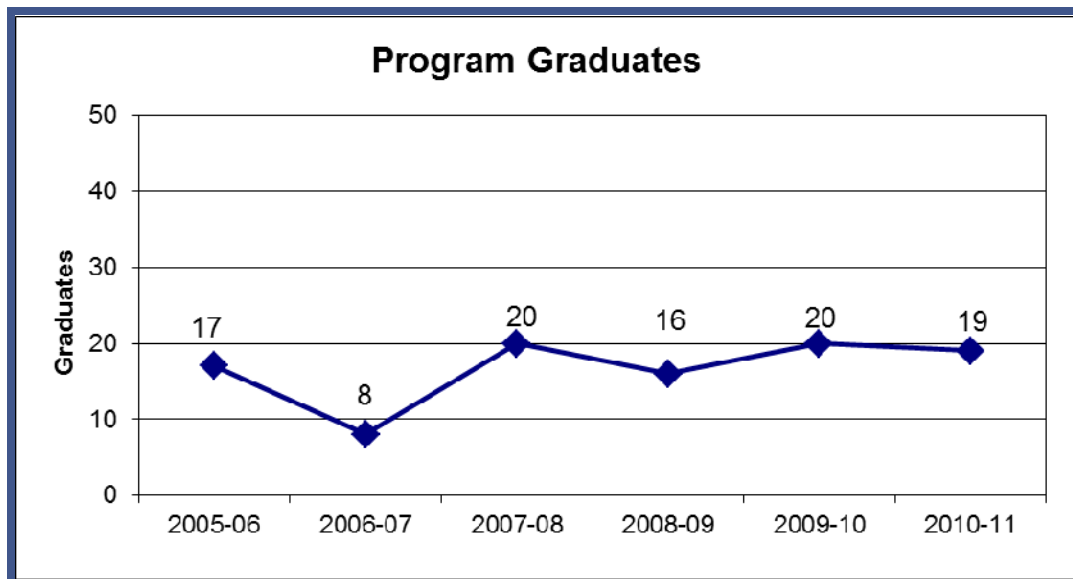To provide a reference for program performance at the classroom level, grade distributions are provided. Table 1 includes the percentage of students receiving an A, B, C, D, or F in the program core courses. The information was compiled from the college wide grade distribution report generated at the end of the session. Some course data, such as dual credit courses generally do not end at the same time as the regular campus courses and may be omitted. In addition, the number of enrollments is a duplicated headcount where students are counted for each class registered, however, only A, B, C, D, and F grades are included in the calculations.

Table 1
Program Core Course Grade Distributions

Semester	Grade Distributions				
	A	B	C	D	F
Spring 2010	20.3%	24.2%	34.8%	14.2%	6.4%
Spring 2011	19.1%	22.5%	29.2%	14.8%	14.5%
Spring 2012	11.4%	30.0%	36.0%	12.3%	10.2%
Fall 2010	18.1%	24.5%	28.2%	17.0%	12.3%
Fall 2011	21.3%	24.8%	28.0%	16.6%	9.3%

Source: Collegewide Grade Distribution Report (Generated at the end of the session)

Figure 6 provides a visual representation of the grade distributions for those students receiving a grade of A, B, or C.
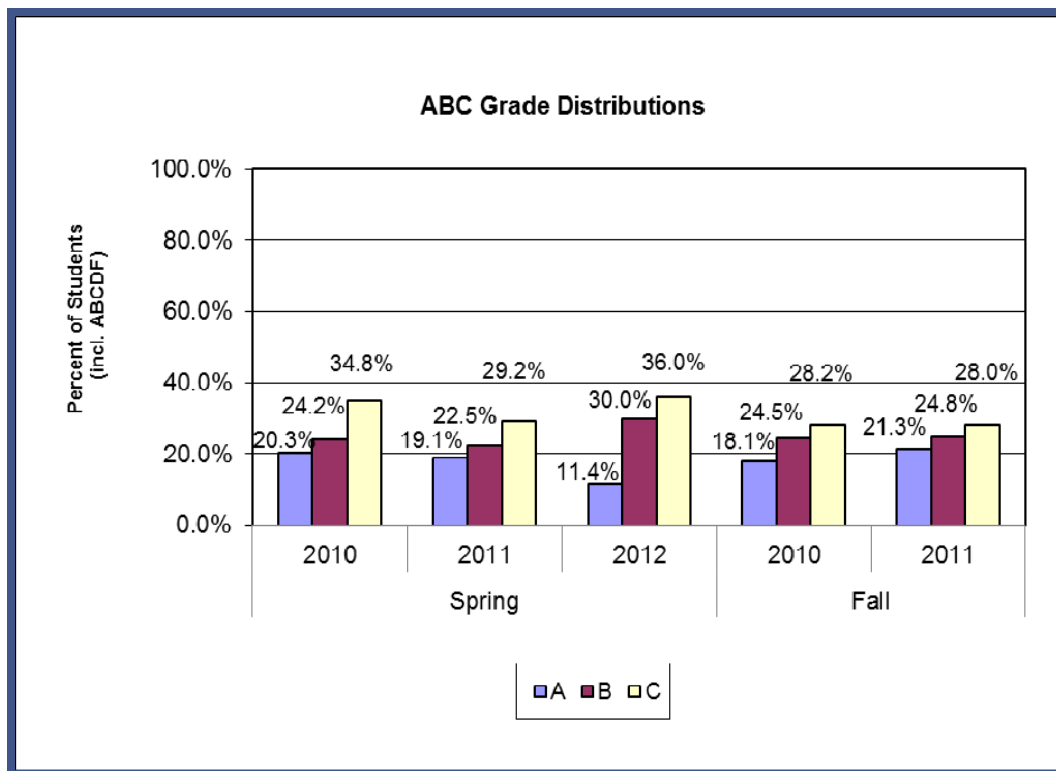
Figure 6: ABC Grade Distributions

Source: Collegewide Grade Distribution Report (Generated at the end of the session)

A classroom success rate was also calculated for the program. Classroom success is defined as the percent of students successfully completing the course with a grade of A, B, or C, divided by the total number of students in the course. The majority of students in the program continue to succeed in the courses as shown in Figure 7. In Spring 2011, 70.8% of the students were successful as compared to 77.5% in Spring 2012. In Fall 2010, 70.8% of the students were successful as compared to 74.1% of students in Fall 2011.
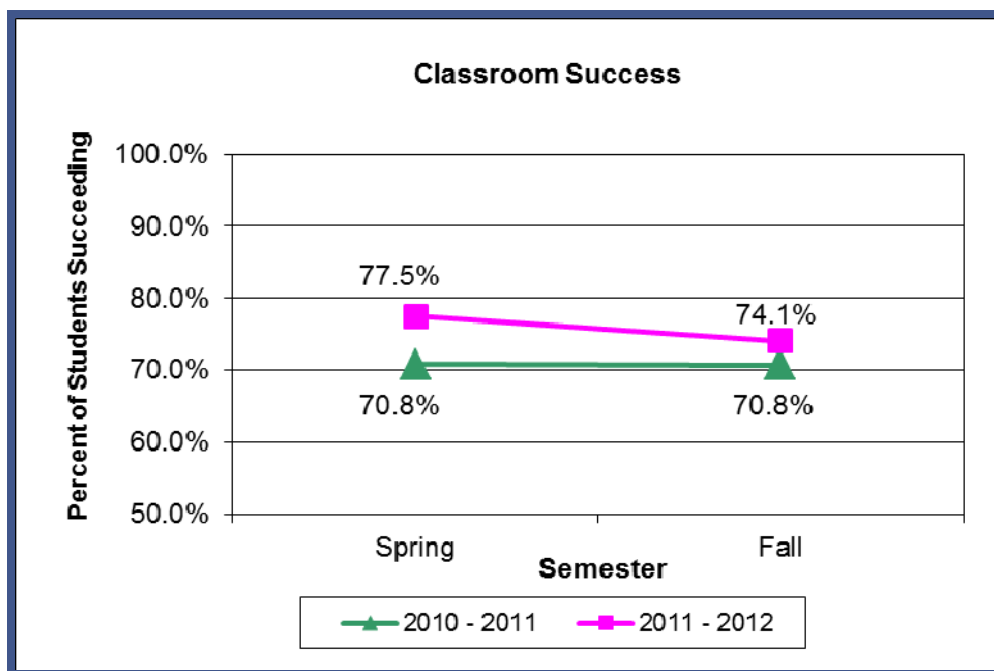

Figure 7: Classroom Success

Source: Collegewide Grade Distribution Report (Generated at the end of the session)

Fulltime/Adjunct Faculty Ratio

Table 2 displays the number and percentage of Funeral Services program equated credit hours (ECHs) taught by the individual faculty classifications. As shown, Fulltime Faculty taught 77.0% of the ECHs in 2010-11 as compared to 81.6% in 2009-10. Adjunct Faculty taught 23.0% of the ECHs in 2010-11 as compared to 18.4% in 2009-10.

Table 2
Equated Credit Hours by Faculty Classification

	Fulltime Faculty		Percent of Load Faculty		Adjunct Faculty	
	Number of ECHs	% of Classes Taught	Number of ECHs	% of Classes Taught	Number of ECHs	% of Classes Taught
Fall 2008-2009	29.8	78.8%	0.0	0.0%	8.0	21.2%
Spring 2008-2009	34.0	79.1%	0.0	0.0%	9.0	20.9%
Summer 2008-2009	9.5	100.0%	0.0	0.0%	0.0	0.0%
2008-2009 Total	73.3	81.2%	0.0	0.0%	17.0	18.8%
Fall 2009-2010	29.8	76.8%	0.0	0.0%	9.0	23.2%
Spring 2009-2010	35.0	79.5%	0.0	0.0%	9.0	20.5%
Summer 2009-2010	15.0	100.0%	0.0	0.0%	0.0	0.0%
2009-2010 Total	79.8	81.6%	0.0	0.0%	18.0	18.4%
Fall 2010-2011	31.8	77.9%	0.0	0.0%	9.0	22.1%
Spring 2010-2011	36.0	80.0%	0.0	0.0%	9.0	20.0%
Summer 2010-2011	19.3	70.7%	0.0	0.0%	8.0	29.4%
2010-2011 Total	87.1	77.0%	0.0	0.0%	26.0	23.0%

Source: PeopleSoft Student Administration System: Faculty/Adjunct Ratio Report (S_FACRAT)

The Fulltime/Adjunct Faculty Ratio is calculated by dividing a program's adjunct's ECHs by the sum of the Adjunct's, Percent of Load's, and Fulltime Faculty's ECHs. Figure 8 displays the Fulltime/Adjunct Faculty Ratio information for the last three academic years. The highest semester for Adjunct ECHs in 2010-11 was the Summer semester in which adjunct faculty taught 29.4% of the program's course load, as shown in Table 2. The three-semester average for adjuncts (23.0%) in 2010-11 is not consistent with the College's general 65/35 Fulltime/Adjunct Faculty Ratio guideline.
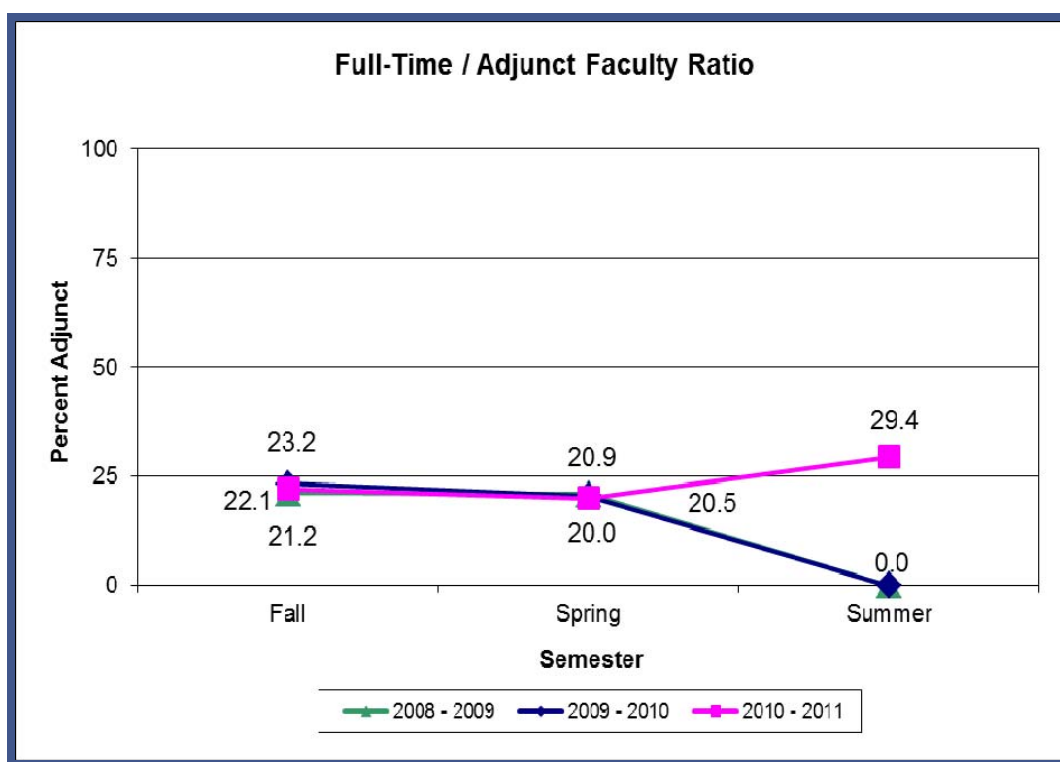
Figure 8: Full-time/Adjunct Faculty Ratio

Source: PeopleSoft Student Administration System: Faculty/Adjunct Ratio Report (S_FACRAT)

Program Profitability

Relative Profitability Index (RPI-T)

Relative Profitability Index (RPI-T) is a measure of program profitability. It is calculated by dividing a program's income by the sum of its personnel expenses and current expenses. Only Fund 10 financials are used in the calculation of RPI-T; specifically, program revenues (GL 400000), personnel expenses (GL 500000), and current expenses (GL 600000).

Program revenues (GL 400000) can include (1) student application fees and tuition, (2) out of state fees, and (3) gifts from alumni and charitable organizations.

Personnel expenses (GL 500000) can include (1) personnel salary expenses for program management, and instructional staff, (2) personnel salary expenses for OPS and student assistants, and (3) personnel benefits. Personnel assigned to multiple programs may have partial personnel expenses assigned to an individual program.

Current expenses (GL 600000) can include operating expenses for (1) travel, (2) goods and services, and (3) materials and supplies. Current expenses can also include scholarship and fee waivers.

The RPI-T for the Funeral Services program increased (1.0) from the previous year (0.8), reaching a six year high in 2011-12, as shown in figure 9.

Figure 9: Fiscal Summary

Source: PeopleSoft Financial Production System: Summary of Monthly Organization Budget & Actuals Status Report (ORGBUDA1) from End of Fiscal Year

Program Improvements

Capital Expenditures

There were no Capital Expenditures (Fund 10 and 16) for the Funeral Services program (Org: 11230110) during the past three years, as shown in Table 3.

Table 3
Funeral Services Program Capital Expenditures

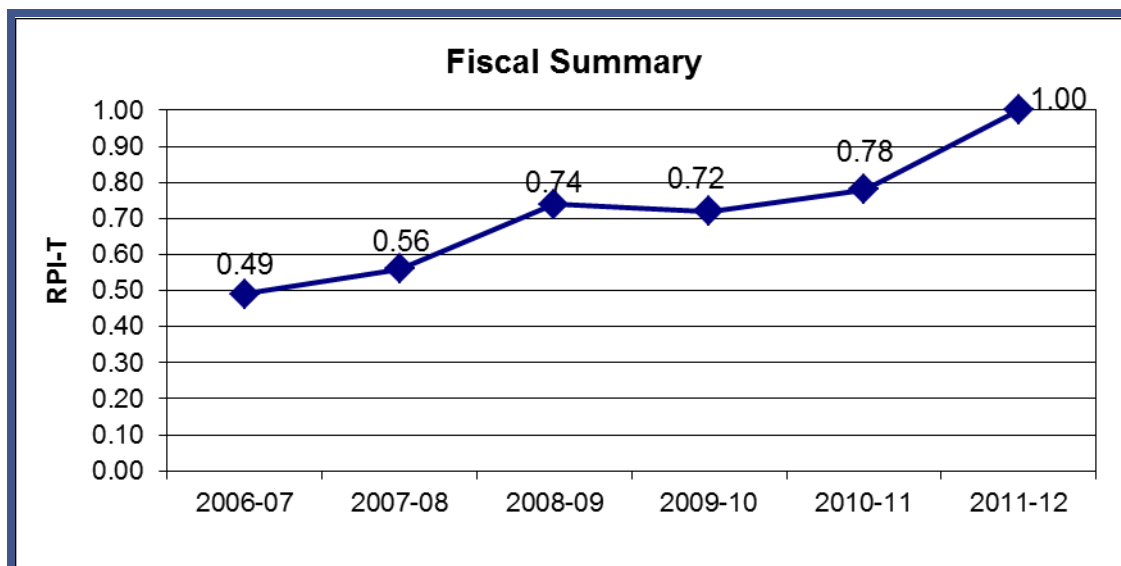| Capital Expenditures			
Year	Capital Outlay	Account	Purchase Description
2009-10	0	700000	
2010-11	0	700000	
2011-12	0	700000	
Total	**0**		

Source: PeopleSoft Financial Production System: Summary of Monthly Organization Budget & Actuals Status Report (ORGBUDA1) from End of Fiscal Year

Academic Outcomes

As part of SPC quality improvement efforts, academic assessments are conducted on each AAS/AS program every three years to evaluate the quality of the program's educational outcomes. The Funeral Services program was evaluated through an Academic Program Assessment Report (APAR) in 2009-10.

Each of the program's four Major Learning Outcomes (MLOs) was evaluated during the 2009-10 assessment. Each of the four MLOs is listed below:

1. The student will demonstrate the ability to do pre-embalming analysis, prepare an embalming solution, identify injection sites, evaluate embalming procedures, and determine areas adequately preserved for the dead human body.
2. The student will apply the knowledge of the ethical and legal guidelines associated with dealing with variations of funeral customs influenced by religions, cultures and geographical regions.
3. The student will demonstrate the ability to prepare various types of legal documents, correspondence with families, clergy, doctors and industry suppliers in the funeral home profession.
4. The student will be able to analyze statistical information to be able to determine prices of services and merchandise for the funeral home.

Means of Assessment
The purpose of the End of Program assessment is to make summative interpretations for program improvement.

The Funeral Services program used the results of the National Board Exam Arts/Sciences (NBE) to evaluate the students. The criteria for success stated that SPC graduates' pass rate should be above the national pass rate for each section of the National Board Examination, for each calendar year. In addition, the graduates' overall scores on various sections of the NBE should average above 75%. The program will use first time takers as required by American Board of Funeral Service Education.

Data were collected during 2007, 2008, and 2009, and the data findings for each MLO are displayed in Tables 4, 5, 6, and 7. With the exception of the Science Section in 2007, for which there were no data provided, all of the scores for each of the sections of the NBE in 2007, 2008, and 2009 exceeded the national pass rates for all four MLO areas and met the criteria for success.

Table 4
Funeral Services Assessment Results

Funeral Services MLO 1					
Year	Total No. of Test Takers **(N)**	No. of Test Takers Who Passed	SPC Pass Rate	National Pass Rate	SPC Overall Mean Score- **Science Section** (Target >75%)
2007	18	17	95.0%	80.0%	Not Provided
2008	17	15	88.2%	79.8%	80.0%
2009	19	17	89.4%	80.7%	80.0%

Source: Academic Outcomes from 2009-10 Academic Program Assessment Report (APAR)

Table 5
Funeral Services Assessment

Funeral Services MLO 2					
Year	Total No. of Test Takers **(N)**	No. of Test Takers Who Passed	SPC Pass Rate	National Pass Rate	SPC Overall Mean Score- **Funeral Law Section** (Target >75%)
2007	19	18	95.0%	82.5%	86.0%
2008	17	17	100.0%	80.3%	86.0%
2009	19	16	84.2%	76.2%	80.0%

Source: Academic Outcomes from 2009-10 Academic Program Assessment Report (APAR)

Table 6
Funeral Services Assessment Results

Funeral Services MLO 3				
Year	Total No. of Test Takers (N)	No. of Test Takers Who Passed	SPC Pass Rate	National Pass Rate	SPC Overall Mean Score-**Funeral Directing Section** (Target >75%)
2007	19	18	95.0%	82.5%	83.0%
2008	17	17	100.0%	80.3%	80.0%
2009	19	16	84.2%	76.2%	79.0%

Source: Academic Outcomes from 2009-10 Academic Program Assessment Report (APAR)

Table 7
Funeral Services Assessment Results

Funeral Services MLO 4				
Year	Total No. of Test Takers (N)	No. of Test Takers Who Passed	SPC Pass Rate	National Pass Rate	SPC Overall Mean Score-**Merchandising Section** (Target >75%)
2007	19	18	95.0%	82.5%	85.0%
2008	17	17	100.0%	80.3%	78.0%
2009	19	16	84.2%	76.2%	75.0%

Source: Academic Outcomes from 2009-10 Academic Program Assessment Report (APAR)

The 2009-10 follow-up report was completed in April 2011. All of the action items were successfully completed, and the results published in the July 2009-10 follow-up report. The next assessment report is scheduled to be completed during the 2012-13 academic year.

Stakeholder Perceptions

Student Survey of Instruction (SSI)

Each semester, St. Petersburg College (SPC) administers the Student Survey of Instruction. Students are asked to provide feedback on the quality of their instruction using a 7-point scale where 7 indicates the highest rating and 1 indicates the lowest rating.

The purpose of the SSI survey is to acquire information on student perception of the quality of courses, faculty, and instruction, and to provide feedback information for improvement.

Beginning in Fall 2008, all SSI forms (except Clinical B) have been administered electronically using an online format. During 2009-10, the SSI items were reviewed and revised by a committee composed of faculty and administrators. As a result of the revision process, the lecture, non-lecture, and eCampus forms were consolidated into one form, independent of modality, which has been administered online since Spring 2010.

As part of the instrument validation process, the results from the SSI over the last few years were assessed for reliability and validity. The results of this assessment suggested three underlying factors.

The three factors are faculty engagement, preparation and organization, and course instruction. The survey questions are grouped into these categories as defined below:

- **Faculty Engagement** – focuses on how successful the instructor was in encouraging student performance, the instructor's level of enthusiasm for the subject and respect for students, how well the instructor applied the stated grading policies including providing students appropriate information to determine their grades, and the instructor's responsiveness to student questions outside of the classroom.

- **Preparation and Organization** - focuses on the instructor's overall preparation for the course, the instructor's ability to start and end class on time, the amount of time spent on course-related activities by

the instructor, and the even assignment and appropriateness of course material throughout the term.

- **Course Instruction** – focuses on the instructor's clarity of instruction, how well the course objectives were defined by the instructor, and how well the instructor met student expectations.

SSI Results The SSI survey is electronically distributed to all students enrolled in traditional classroom sections, lab courses and self-paced or directed individual study, and online courses at the College. The average scores are all well above the traditional threshold (an average of 5.0) used by the College for evaluating seven-point satisfaction scales during all three semesters. The average survey results by semester and content area are shown in Figure 10. The SSI survey administration is optional during Summer semester, thus only Fall and Spring results are presented in this report.

SSI: Results

Content Area	Fall 2010	Spring 2011	Fall 2011	Spring 2012
Faculty Engagement	6.1	6.1	5.9	6.2
Preparation & Organization	6.1	6.2	6.1	6.3
Course Instruction	6.1	6.2	6.1	6.2
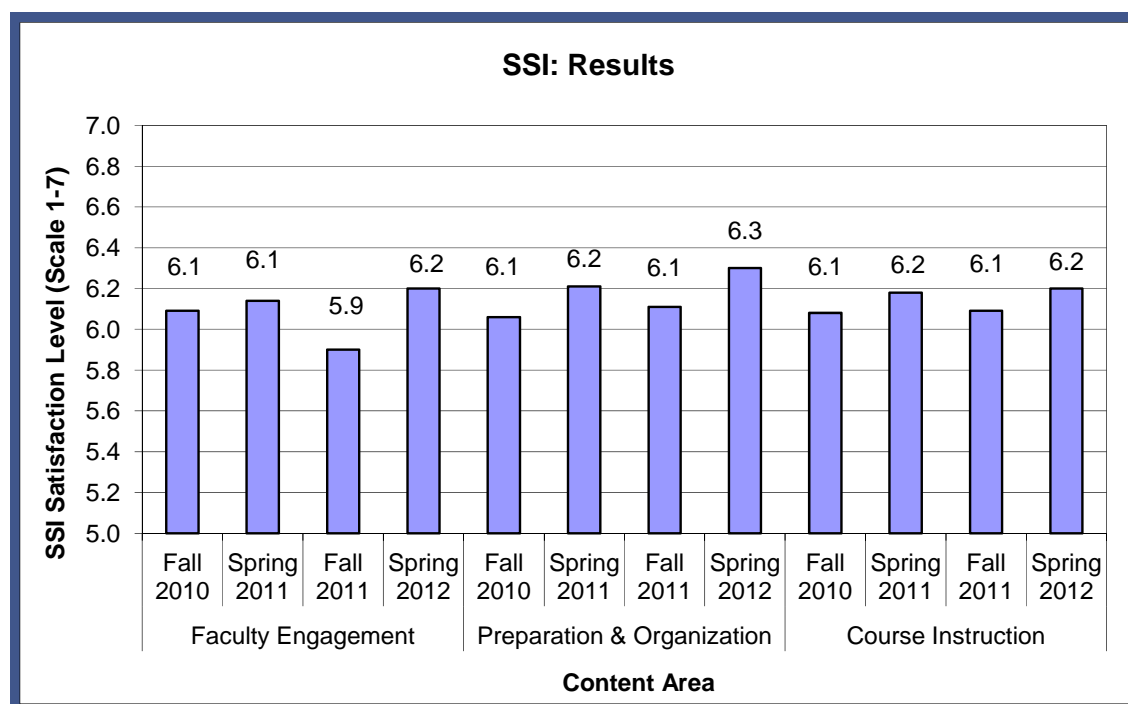
Figure 10: SSI Results

Source: Student Survey of Instruction Administration Site

Summary All the individual average content area scores were above the traditional threshold (an average of 5.0) used by the College for evaluating seven-point satisfaction scales. These results suggest general overall satisfaction with the courses within the Funeral Services program; specifically, as they relate to faculty engagement, preparation and organization, and course instruction.

Advisory Committee

Community input and participation is an important component of the educational process at the College. The advisory committees are an example of community input. Advisory committees meet a minimum of twice annually with additional meetings as needed for good program coordination.

Advisory committee members are appointed by the College President to serve a one-year term of office and must have a demonstrated competency in the program specialty area or an understanding of the program and of the community at large. An exception to the above may be a lay person directly involved in a related program field such as counseling, public relations, or administration of a business or industry.

Specific Functions of Advisory Committees are:

1. Assessing how the program meets the current occupational needs of employers.

2. Reviewing and making recommendations on the program curriculum.

3. Providing input to help prepare students for work in their chosen field.

4. Assisting in recruiting, providing internships, and in placing qualified graduates in appropriate jobs.

5. Expanding and enhancing St. Petersburg College's reputation in the community by fostering positive community relationships.

6. Approving all program equipment purchases in excess of $999.99.

Recent Meeting Summary

A Funeral Services advisory committee meeting was held on November 4, 2011. The meeting consisted of program recommendations concerning use of the crematory and an embalming machine, changes in the admission policies, review of the viability report, state authorization of distance education, and an embalming seminar.

Program Recommendations for 2011-12
The recommendations for the program consisted of obtaining a crematory to use in the new cremation class and a multi-level removal cot for the embalming machine.

Change in Admission Policies for Funeral Services Program
Application periods will range from 11/1 to 1/15 for Summer term, 3/1 to 5/15 for Fall, and 7/1 to 9/15 for Spring.

Viability Report
The Funeral Services viability report was reviewed.

State Authorization of Distance Education
Distance classes will not be offered to MA, AK, AL, NC, MN, and NV.

Embalming Seminar
Funeral Services will be hosting an embalming seminar on May 9th.

The complete committee minutes along with the minutes from previous meetings are located in Appendices B, C, D, and E.

Recent Alumni Survey Information

Nineteen Alumni Surveys were provided to the 2009-10 graduates of the Funeral Services program. Responses were received from nine A.S. graduates.

Forty-seven percent of graduates surveyed responded to the survey (9 of 19). After receiving permission from the respondents to contact their employers, three employer surveys were sent out. Not all respondents answer every survey question; therefore, the percentages listed below represent the responses to each survey question in relation to the total number of responses received for each question.

Notable results include:
- 100.0% of recent graduate survey respondents, who were employed, were employed full-time.
- 88.9% of recent graduate survey respondents had a current position related to their studies.
- 44.4% of recent graduate survey respondents indicated their main goal in completing a degree or certificate at SPC was to "Change career fields," 22.2% "Obtain employment," while the remaining 33.3% selected "Meet certification/training needs".
- 33.3% of recent graduate survey respondents indicated that their SPC degree allowed them to "Earn more money," 88.9% "Meet certification-training needs," 33.3% "Change career fields," 11.1% "Get a promotion," and 22.2% "Obtain employment." [Note: The total may exceed 100% as this question allows multiple responses.]
- 66.7% of recent graduate survey respondents indicated that SPC did "Exceptionally well" in helping them meet their goal, while 33.3% said "Very well."
- 11.1% of recent graduate survey respondents indicated that they earned between $20.00 and $24.99 per hour ($42,000 - $51,999 annually), 11.1% indicated earnings between $15.00 and $19.99 per hour ($31,000 - $41,999 annually), and 66.7% indicated earnings between $10.00 and $14.99 per hour ($21,000 - $30,999). The remaining 11.1% earned $25.00 or more per hour ($52,000 or more annually).
- 100.0% of recent graduate survey respondents would recommend SPC's Funeral Services program to another.

- An evaluation of Funeral Services graduates' general education outcomes is displayed in Table 8. Graduates indicated high levels of satisfaction with their college preparation in the area of general education outcomes. Nineteen outcomes received mean scores between 4.0 or higher, while the remaining six outcomes received mean scores between 3.4 and 3.9.

Table 8
College Preparation Ratings for Recent Funeral Services Program Graduates

General Education Outcomes (Five point rating scale with five being the highest)	Item Ratings		
	N	Mean	SD
Communicating clearly and effectively with others through:			
Speaking	8	4.4	0.7
Listening	8	4.0	0.8
Reading	8	4.5	0.8
Writing	8	4.3	1.0
Your use of mathematical and computational skills:			
Comfort with mathematical calculations	8	4.0	0.9
Using computational skills appropriately	8	4.0	0.9
Accurately interpreting mathematical data	7	3.6	0.8
Using the following forms of technology:			
Email	8	4.8	0.7
Word Processing	8	4.8	0.7
Spreadsheets	8	3.4	1.2
Databases	8	3.9	0.8
Internet Research	8	4.4	0.9
Thinking logically and critically to solve problems:			
Gathering and assessing relevant information	8	3.9	0.8
Inquiring about and interpreting information	8	3.9	0.8
Organizing and evaluating information	8	4.0	0.8
Analyzing and explaining information to others	8	3.8	0.7
Using information to solve problems	8	4.0	0.9

College Preparation Ratings for Recent Funeral Services Program Graduates

General Education Outcomes (Five point rating scale with five being the highest)	Item Ratings		
	N	Mean	SD
Working effectively with others in a variety of settings:			
Participating as a team player (e.g., group projects)	8	4.5	0.9
Working well with individuals from diverse backgrounds	8	4.6	0.7
Using ethical courses of action	8	4.5	0.9
Demonstrating leadership skills	8	4.3	0.9
Appreciating the importance of lifelong learning:			
Showing an interest in career development	8	4.4	0.9
Being open to new ideas and challenges	8	4.4	0.9
Willingness to take on new responsibilities	8	4.4	0.9
Pursuing additional educational opportunities	8	4.0	0.9

Employer Survey Information

Three employer surveys were sent out to employers based on the permission provided by the recent graduates in the 2009-10 recent alumni survey. One-hundred percent of the employers surveyed responded to the survey.

Notable results include:
- 100.0% of employers responding to the survey indicated they would hire another graduate from SPC.
- 100.0% of employers responding to the survey had graduate employees who earned between $15.00 and $19.99 per hour ($31,000 - $41,999 annually).
- An employer evaluation of Funeral Services graduates' general education outcomes is displayed in Table 9. Employers indicated high levels of satisfaction with graduates' general education outcomes. Nine outcomes received mean scores of 5.0; three outcomes received mean scores of 4.7; nine outcomes received

mean scores of 4.0 and 4.3; while four outcomes received mean scores of 3.7.

Table 9

Employer Competency Ratings for Recent Health Information Management Graduates

General Education Outcomes (Five point rating scale with five being the highest)	Item Ratings			
	N	Mean	SD	N/A*
Communicate clearly and effectively with others through:				
Speaking	3	5.0	---	
Listening	3	4.7	0.6	
Reading	3	5.0	---	
Writing	3	4.7	0.6	
Use mathematical and computational skills:				
Comfortable with mathematical calculations	3	3.7	1.2	
Uses computational skills appropriately	3	4.0	1.0	
Accurately interprets mathematical data	3	4.0	1.0	
Use the following forms of technology:				
E-mail	3	5.0	---	
Word Processing	3	5.0	---	
Spreadsheets	1	5.0		N/A
Databases	1	5.0		N/A
Internet Research	3	5.0	---	
Think logically and critically to solve problems				
Gathers and assesses relevant information	3	4.3	1.15	
Inquires and interprets information	3	4.3	1.15	
Organizes and evaluates information	3	4.3	0.58	
Analyzes and explains information to others	3	3.7	1.15	
Uses information to solve problems	3	3.7	1.53	
Work effectively with others in a variety of settings:				
Participates as team player (e.g., groups projects)	3	4.7	0.58	
Works well with individuals from diverse backgrounds	3	5.0	---	

General Education Outcomes (Five point rating scale with five being the highest)	Item Ratings			
	N	Mean	SD	N/A*
Uses ethical courses of action	3	5.0	---	
Demonstrates leadership skills	3	4.3	1.15	
Appreciate the importance of lifelong learning:				
Shows interest in career development	3	4.0	1.00	
Open to new ideas and challenges	3	4.3	1.15	
Willing to take on new responsibilities	3	4.0	1.00	
Pursues additional educational opportunities	3	3.7	1.15	

*The survey allowed employers to select N/A if a competency was 0 for an employee.

Occupation Profile

One occupation description was located in the Bureau of Labor Statistics for the Funeral Services program. The occupation description title was Funeral Directors.

Occupation Description

The occupation description for Funeral Directors 11-9061 used by the Bureau of Labor Statistics is shown below:

Perform various tasks to arrange and direct funeral services, such as coordinating transportation of body to mortuary for embalming, interviewing family or other authorized person to arrange details, selecting pallbearers, aiding with the selection of officials for religious rites, and providing transportation for mourners.

US, State, and Area Wage Information

The distribution of 2010 wage information for Funeral Directors is located in Table 10. The median yearly income for Funeral Directors was $54,300 in the United States, and $57,300 in Florida. The wage information is divided by percentiles for hourly and yearly wages. This information is also separated by location.

Table 10
Wage Information for Funeral Directors

Location	Pay Period	2010				
		10%	25%	Median	75%	90%
United States	Hourly	$14.36	$19.25	$26.12	$35.06	$47.51
	Yearly	$29,900	$40,000	$54,300	$72,900	$98,800
Florida	Hourly	$18.10	$22.06	$27.54	$35.76	$44.25
	Yearly	$37,600	$45,900	$57,300	$74,400	$92,000

Source: Bureau of Labor Statistics, Occupational Employment Statistics Survey; Florida Agency for Workforce Innovation

National, State, and County Trends

Employment trend information for Funeral Directors is included in Table 11 and divided by country and state. An average annual increase (5% - 12%) in employment for the profession over the next 6 years for the country and state is shown.

Table 11
State and National Trends

United States	Employment		Percent Change	Job Openings [1]
	2008	2018		
Funeral directors	30,000	33,600	+12%	960

Florida	Employment		Percent Change	Job Openings [1]
	2008	2018		
Funeral directors	1,010	1,060	+5%	30

[1]Job Openings refers to the average annual job openings due to growth and net replacement.

Source: Bureau of Labor Statistics, Office of Occupational Statistics and Employment Projections; Florida Employment Projections

Major Employers

Graduates of SPC's Funeral Services program are employed in various areas related to their field. The primary local employers of these graduates are Anderson-McQueen Funeral Homes, Toale Brothers Funeral Homes, Manasota Memorial Park & Funeral Home, and Swilley Funeral Home, as depicted in Table 12.

Table 12
Major Employers

Employers of Funeral Services Graduates
Anderson-McQueen Funeral Homes
Toale Brothers Funeral Homes
Manasota Memorial Park & Funeral Home
Swilley Funeral Home

Source: 2009-10 Alumni Survey and Program Administrator Input

Total Placement

Total Placement is the percentage of students who have an acceptable placement after graduation. Acceptable placement includes students who are enlisted in the military, continuing their education, and/or employed in their field within the first year of graduation. Only students with A.S. and A.A.S degrees are used in the calculation. The Total Placement in the Funeral Services program decreased in 2008-09 (80%) from 2007-08 (87%), as shown in Figure 11.
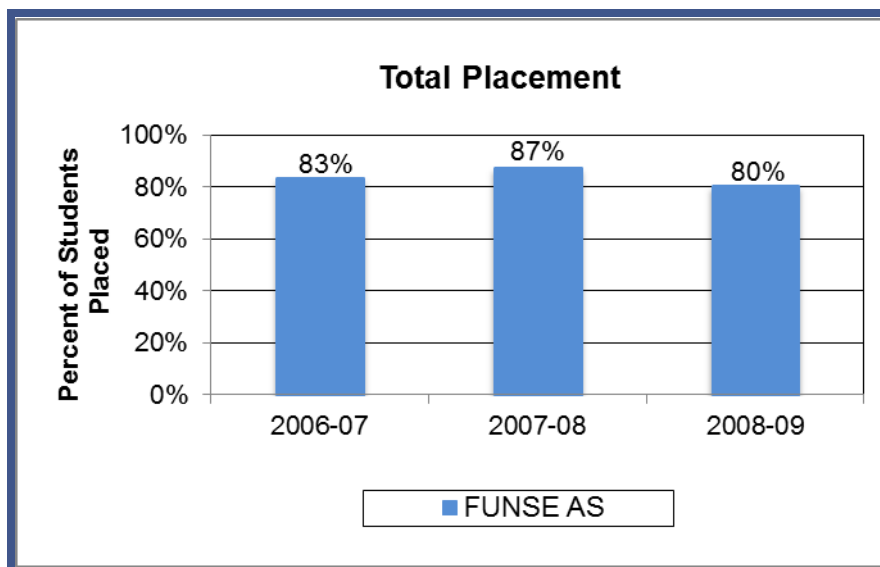

Figure 11: Total Placement

Source: 2011-12 SPC Factbook, Table 38

State Graduates Outcomes

To provide reference information for the employment trend data, program graduate state outcome data are provided for all academic programs included within Funeral Services. Funeral Services program graduate state outcome data are provided in Table 13.

Forty-five students completed a state Funeral Services program in 2008-09, of those thirty-five had some matching state data and were employed. Seventy-four percent (74%) of those state graduates were employed at least a full quarter. SPC's graduates exceeded this rate with 92% of the graduates employed at least a full quarter as depicted in Table 13.

Table 13
Funeral Services Program Graduates 2008-09 Outcomes by Florida Community College

Florida Community College	Total Completers	# Found Employed	# Employed for a Full Qtr	% Employed For a Full Qtr	FETPIP Pool	# Training Related (Employed, Education, or Military)	Placement Rate
Florida State College at Jacksonville	5	4	2	50%	4	3	75%
Miami Dade	25	19	13	68%	15	14	93%
St. Petersburg	15	12	11	92%	12	9	75%
Total	45	35	26	74%	31	26	84%

Source: Florida Education and Training Placement Information Program (FETPIP), Community College Vocational Reports (http://www.fldoe.org/fetpip/pdf/0809pdf/fcs0809asc.pdf)

Program Administrator's Perspective: Issues, Trends, and Recent Successes

The Funeral Services program has adopted a new admissions process. Due to the recent high demand for the program, a selective admissions process with advertised application deadlines was implemented. The old waiting list process was extending student's admission into the program by over one year. The change to selective admissions is expected to result in students who are better prepared to succeed in the program.

The Funeral Services program began offering a Certificate in Funeral Arts in summer of 2011. This certificate provides students who are only interested in the funeral directing side of the profession, an option to become licensed funeral directors in the state of Florida (without being embalmers). The new certificate is not accredited by the American Board of Funeral Service Education. It was implemented to meet the needs of the funeral service industry, as new legislation became effective in October 2010.

As cremation has become the most prevalent choice of final disposition, the program has developed a new course, FSE 1150 Cremation History, Principles and Practices. For the Funeral Services program to remain the top choice in funeral service education in the state, the program will need to provide more hands on experience. Having a crematory located on campus, would provide students with the necessary cremation skills.

Program Action Plan

Program: Funeral Services

Date Completed: October 2011

Prepared By: Kevin Davis

I. Action Plan Items:

	Action Item	Measure Addressed (Value)	Completion Date	Responsible Party
1	Work with the New Initiative Program to hire an online tutor, who would work with the funeral services online students.	Actual Course Enrollment, Program Graduates	September 2012	Kevin Davis
2	Investigate the use of video conferencing software products to enhance online FSE classes and orientation for Funeral Services program.	Actual Course Enrollment, Program Graduates	September 2012	Kevin Davis
3	Seek funds and resources from the College for the purpose of updating the program's website.	Actual Course Enrollment, Program Graduates	September 2012	Kevin Davis

II. Special Resources Needed:

Funds or support from the College IT department are needed to update the program's website, and to acquire video conferencing software.

III. Area(s) of Concern/Improvement:

Health programs are regulated by specialized accreditation which places limits on class size, student/faculty ratios, and enrollment. This has an impact on the relative fiscal profitability of these programs. Additional requirements are placed on attrition and graduation rates, and the health programs exceed all of these benchmarks.

_____

Kevin Davis, Program Director

8-31-12

Date

Phil Nicotera, Provost

8/31/12

Date

Academic Affairs Committee Review

Summary of observations, recommendations, and decisions:

_____   _____
Anne Cooper, Senior Vice President   Date

References

Rule 6A-14.060(5). *Florida Administrative Code, Accountability Standards.* Retrieved October 2002, from the Division of Community Colleges Web site: http://www.firn.edu/doe/rules/6A-14.htm

Contact Information

Please address any questions or comments regarding this evaluation to:

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Executive Director, Institutional Research and Effectiveness
St. Petersburg College, P.O. Box 13489, St. Petersburg, FL 33733
(727) 341-3084
coraggio.jesse@spcollege.edu

FUNERAL SERVICES
ASSOCIATE IN SCIENCE DEGREE
(FUNSE-AS)

http://www.spcollege.edu/program/FUNSE-AS

(Transferable to a Bachelor's degree in Health Services Administration at SPC.)
Kevin Davis, Program Administrator and Curriculum Coordinator HEC (727) 341-3781

Program begins every August and January

General Education Requirements must be completed before entry into the Funeral Services program. Candidates will also complete the Health Programs Application form. Please see a counselor or advisor.

GENERAL EDUCATION COURSES (19 credits)
Enhanced World View Requirement *

ENC	1101	Composition I or Honors	3
SPC	1017	Introduction to Speech Communication OR (SPC 1017H, 1065, 1608 or 1608H)	3
		Humanities/Fine Arts Approved Course *	3
Mathematics		* One college-level course with a MAC, MAP, MAS, MGF, MTG or STA prefix 3	
		Social and Behavioral Sciences Approved Course *	3
PHI	1600	Studies in Applied Ethics OR (PHI 1602H, 1631, 2635 or 2649)	3
CGS	1070	Basic Computer and Information Literacy	1

*Visit www.spcollege.edu/program/GENR-AS for details

SUPPORT COURSES (11 credits)

ACG	2001	Applied Financial Accounting I OR	3
ACG	2021	Financial Accounting	(3)
BSC	1083	Human Anatomy	3
BUL	2241	Business Law	3
HSC	1524	Introduction to Infectious Diseases	2

PROGRAM COURSES

1st TERM IN PROGRAM (13 credits)

FSE	1000	* Introduction to Funeral Services	3
FSE	1204	Funeral Service Computer Applications	1
FSE	2061	* Thanatology	
FSE	2202	Funeral Home Management	3
FSE	2060	Funeral Directing	3

2nd TERM IN PROGRAM (12 credits)

FSE	1105	Thanatochemistry	2
FSE	2080	Funeral Law	3
FSE	2100	Embalming I	3
FSE	2101L	Embalming Clinical I	1
FSE	2201	Funeral Home Management Operations	3

3rd TERM IN PROGRAM (12 credits)

FSE	2120	Restorative Art	3
FSE	2120L	Restorative Art Lab	1
FSE	2160	Funeral Pathology	3
FSE	2140	Embalming II	3
FSE	2141L	Embalming Clinical II	1
FSE	2930	Funeral Services Professional Review	1

4th TERM IN PROGRAM (5 credits)

FSE	2946	* Professional Practicum	5

TOTAL PROGRAM HOURS   **72**

FUNERAL ARTS
(FUNAT-ATC)
ADVANCED TECHNICAL CERTIFICATE

Kevin Davis, Program Director (727) 341-3781

Job Related Opportunities:
- Florida Funeral Director
- Pre-need Counselor

This Advanced Technical Certificate is designed to meet specific state or professional needs. It is NOT accredited by the American Board of Funeral Service Education (3432 Ashland Avenue, Suite G, St. Joseph, MO 64506, Office 816-233-3747). Students graduating from this program **ARE NOT** eligible to take the National Board Examination or any state board examination for which graduation from an ABFSE accredited program is required.

Graduates are eligible to take the Florida State Board Exam for Funeral Directing.

These courses apply towards the Funeral Services Associate in Science degree.

Prerequisites:
- Applicants must have graduated with at least an associate's degree from a regionally accredited college or university.

PROGRAM REQUIREMENTS – GRADE OF "C" OR BETTER IN ALL COURSES

ACG	2001	Applied Financial Accounting I **OR**	3
ACG	2021	Financial Accounting	(3)
BUL	2241	Business Law	3
FSE	1000	Introduction to Funeral Services	3
FSE	1010	Funeral Ethics	1
FSE	1150	Cremation History, Principles, and Practices	2
FSE	1204	Funeral Service Computer Applications	1
FSE	2060	Funeral Directing	3
FSE	2061	Thanatology	3
FSE	2080	Funeral Law	3
FSE	2201	Funeral Home Management Operations	3
FSE	2202	Funeral Home Management	3

TOTAL CERTIFICATE HOURS   28

NOTE: If you have missed two (2) consecutive terms, you must see a counselor to be readmitted into your program.

Funeral Services
2011-12 Comprehensive Academic Program Review
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Advisory Committee Recommendations
2011-12
November 4, 2011

Name of Advisory Board: **Funeral Services**

In Attendance: Dr Phil Nicotera, Kevin Davis, Gary Brown, Jay Rhodes, Steve Miller and Amy Brush

Recommendation for 2011-12	SPC Response (If we didn't act on recommendations, give reason why not.)
Crematory for the program to use in the new cremation class	
Multi level removal cot, embalming machine	.

Minutes for 11/4/11

1. Changes in admission policies for Funeral Services Program
   a. Application periods are 11/1 – 1/15 for Summer, 31-5/15 for Fall and 7/-9/15 for Spring
2. Review the Funeral Services Viability report
3. State authorization of distance education (Will not offer distance classes to MA, AK, AL, NC, MN, and NV)
4. Hosting an embalming seminar on May 9[t].

Advisory Committee Recommendations

20010-11

December 1, 2010

Name of Advisory Board: **Funeral Services**

In Attendance, Dr Gary Graham, Kevin Davis, Blair Kriever, Carol Clobridge and John Anders

Recommendation for 2010-11	SPC Response (If we didn't act on recommendations, give reason why not.)
Crematory for the program to use in the new cremation class	
	.

Minutes for 12/1/10

1. Update of Funeral Arts Certificate – Will be offering May 2011
2. Reviewed Funeral Services Viability Report 2009-10
3. Update of 2010 graduates and new students

Handouts

http://www.spcollege.edu/epicenter/advisory/

Funeral Services
2011-12 Comprehensive Academic Program Review
Institutional Research and Effectiveness

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Advisory Committee Recommendations

2009-010

May 19, 2010

Name of Advisory Board: **Funeral Services**

In Attendance: Dr Greg McLeod, Dr Gary Graham, Kevin Davis, Gary Brown, Jay Rhodes, Steve Miller, Carol Clobridge and John Anders

Recommendation for 2009-10	SPC Response (If we didn't act on recommendations, give reason why not.)
Crematory for the program to use in the new cremation class *New electric aspirator for embalming lab*	*Electric aspirator purchase through Perkin's grant* *Still trying for Crematory*

Minutes for 5/19/10

1. Graduates and New Enrollees for 2010 – 19 graduates for 2009

2. New Changes to FL statue 497 (SB 1152)

    a. Funeral Director Certificate program – reviewed draft curriculum outline
    b. New FSE classes   Funeral Service Ethics and Cremation

3. NFDA Survey of SPC student expectations – reviewed the survey results SPC v. National

4. American Board of Funeral Service Education Curriculum Review – Gary Brown attending ABFSE curriculum review workshop to look at the overall curriculum.

5. New SPC President

    Dr. Bill Law Jr. will begin his SPC presidency June 7. Law and the SPC Board of Trustees agreed to his employment contract during the trustees' meeting Tuesday, May 18. Board Chairman Terry Brett and Law will sign the contract after a few minor details are resolved. The contract runs through June 30, 2013, with Law's performance to be evaluated annually.

    http://www.spcollege.edu/central/news/

6. Evaluation

    Here is the link for the SPC Advisory Committee home page. You can click on the "2009-10 Survey" button. It there are any questions or problems, give me a call.

    http://www.spcollege.edu/epicenter/advisory/

Advisory Committee Recommendations

2009-010

November 23, 2009

Name of Advisory Board: **Funeral Services**

In Attendance: Jay Rhodes, Bob Simpson, Blair Kriever, Carol Colbridge, Gary Brown, Greg McLeod and Kevin Davis

Recommendation for 2009-10	SPC Response (If we didn't act on recommendations, give reason why not.)
Crematory for the program to use in the new cremation class *New electric aspirator for embalming lab*	
	.

Minutes November 23, 2009

1. Funeral Director Certificate – discuss of what classes to include in the curriculum.
2. New Students for January 2010 -   25 new students admitted 14 females and 11 males. 14 new students with AA degree or higher New distance students from MO, TN and AK.
3. 19 graduates for 2009
4. National Board Exam results   16 out of 18 passes on first attempted 1 still remaining to take exam
5. Strategic planning for curriculum – open discussion of what new additions to the curriculum and what may be removed. Reviewed the Program viability report.
6. New equipment – crematory and electric aspirator

Advisory Committee Recommendations

2008-09
May 21, 2009

Name of Advisory Board: **Funeral Services**

In Attendance: John Anders, Bob Simpson, Steve Miller, Carol Colbridge, and Kevin Davis

Not in Attendance: Jay Rhodes, Blair Kriever, Tameka Singletary

Recommendation for 2008-09	SPC Response (If we didn't act on recommendations, give reason why not.)
Crematory for the program to use in the new cremation class	
	.

Minutes May 21, 2009

1. Update of Program

- ❖ 17 graduates for 2008, 15 out of 17 passed on first try of NBE.
- ❖ Currently we are 8 out of 9 on NBE for 2009 with 9 scheduled to take it this summer session.
- ❖ Greg McLeod, Associate Provost of Health Education Center
- ❖ 44 new students were accepted in 2009 23 f / 21 m
- ❖ Equipment purchases of embalming table, cot and instruments
- ❖ Development of new class in cremation
- ❖ Committee indicated to do the online evaluation over the paper version.

Advisory Committee Recommendations

2007-2008
October 817, 2008

Name of Advisory Board: **Funeral Services**

In Attendance: John Anders, Blair Kriever, Jay Rhodes, Steve Miller, Carol Colbridge, Susan Burnett, Dr. Phil Nicotera and Kevin Davis
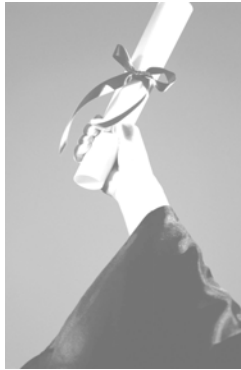
Not in Attendance: Bob Simpson, Tameka Singletary

Recommendation for 2008-09	SPC Response (If we didn't act on recommendations, give reason why not.)
Look into a board rule for students transferring credits from other funeral service programs to demonstrate knowledge before credits are accepted to prepare students for national board examination	
	.

Minutes October 17, 2008

1. Update of Program

- ❖ 18 graduates for 2007, 16 out of 18 passed on first try of NBE.
- ❖ Currently we are 12 out of 13 on NBE for 2008 with 4 remaining to take it
- ❖ Program was re-accredited by ABFSE for another 7 years   www.abfse.org
- ❖ Dr Phil Nicotera, Provost of Health Education Center
- ❖ 53 new students were accepted in 2008
- ❖ http://www.spcollege.edu/epicenter/advisory/ New advisory committee website
- ❖ Program was included in National Geographic Channel program "Science of Death"

Funeral Services
2011-12 Comprehensive Academic Program Review
Institutional Research and Effectiveness