

MRTS 2342 – Mortuary Management II

Course Syllabus: Fall 2018



“Northeast Texas Community College exists to provide responsible, exemplary learning opportunities.”

Rebecca M. Robidas Gardner

Office: Instructional Annex 101A

Phone: 903.434.8314

Email: RGardner@ntcc.edu

Skype: RMRGardner

Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Online
	9:00 AM – 11:00 AM	9:00 AM – 11:00 AM	9:00 AM – 11:00 AM	9:00 AM – 11:00 AM		9:00 AM – 11:00 AM
	1:00 PM 3:00 PM					Mon - Thurs

The information contained in this syllabus is subject to change without notice. Students are expected to be aware of any additional course policies presented by the instructor during the course.

Catalog Course Description (include prerequisites):

Examination of the management of funeral home as a small business. Topics include funeral service merchandising and marketing, human resource functions, and professional practice.

3 hours lecture.

Required Textbook(s):

Funeral Directing and Funeral Service Management

Publisher: Thanos Institute

ISBN Number: N/A

Required Reading(s):

All materials posted in the online classroom

Required:

Respondus Web Monitor (\$10), you will register for this the “Start Course Here” folder.

Student Learning Outcomes:

1. To define management, specifically as it relates to funeral service;
2. To explain the “management wheel”;
3. To discuss the two principal concepts of mortuary management;
4. To identify the types of organizations and ownership;
5. To assess the value of appropriate personnel selection;
6. To discuss merchandising, retailing, and promotion related to funeral service;
7. To compare the relationship of costs to revenue;
8. To identify various casket styles and designs;

9. To relate the parameters of law to mortuary operations;
10. To evaluate the benefits due survivors as a result of a death;
11. To recall selected business terminology.

SCANS Skills:

Basic Skills: reading, writing, arithmetic and mathematical operations, listening, speaking.

Thinking Skills: creative thinking, decision making, problem solving, visualize, knowing how to learn, reasoning.

Personal Qualities: responsibility, self-esteem, sociability, self-management, integrity and honesty.

Resources: time, money, materials and facilities, human resources.

Information: acquires, evaluates, organizes, maintains, interprets, and uses computers.

Interpersonal: participates in teams, teaches others, serves clients, exercises leadership, negotiates, works with diversity.

Systems: understands systems, monitors and corrects performance, improves or designs systems.

Technology: works with a variety of technologies.

Lectures & Discussions:

Didactic: Lecture, Power Point Presentations, Discussion, Case Studies, Videos/DVDs, Worksheets, Small Group Activities, Presentations, Written Assignments, Computer-based Assignments, Tutorials, and Assessments. Observations, Evaluation Conferences 1:1 Feedback, Presentations, Role Play, Small Group Activities, Computer-based Assignments, Tutorials, and Assessments.

Evaluation/Grading Policy:

A	92 – 100
B	85 – 91
C	80 – 84
D	75 -- 79
F	74 & below

*A grade of C or better constitutes a passing grade in the Funeral Service Education program.

Tests/Exams:

There will be five exams, including the final. Per Funeral Service Program guidelines, you must make an 80% or better on final exams to successfully complete the course.

Exam #1 @ 100 points

Exam #2 @ 100 points

Exam #3 @ 100 points

Exam #4 @ 100 Points

Final Exam @ 200 points

Total Points = 600

Assignments:

Casket Project @ 100 points

Resume Project @ 100 points

Discussion Boards 2 @ 10 = 20 Points

Quizzes 7 @ 10 = 70 points

Synchronous Classes 2 @ 25 = 50 points

Assignments 3 @ 20 = 60 points

Total Points = 400

Total Course Points 1000

Other Course Requirements:

Strong attendance is imperative to successful learning. Being that this is an online course, attendance is counted through exams, assignments, discussion boards and quizzes. Make sure to log in at least three times a week to check for new materials and announcements. Computer access is required in this course. Students must be comfortable using Word, opening and reading Excel documents, Power Point viewing, attaching documents in .DOC and .DOCX format, access and use online programs, use an internet browser, performing database searches for articles, Blackboard, and textbook support websites. In addition to this student will be required to have a recording device for video presentations and have the necessary software for uploading the videos to the course website.

Email Etiquette:

As part of an effort to help you develop your professional communication skills, I am instituting a (somewhat) formal email etiquette policy. While in the past I have had a certain amount of patience for email messages that are written in an informal style—that is, without much attention to structure, grammar, spelling, and style—I am quite concerned that your future employer(s) and other professional colleagues will be less tolerant. They may think that if you are that inattentive in your writing, you might be just as careless when you are interacting with families as well. (For example, please see <http://goo.gl/kB9D6>)

Therefore, when you send me an email, please make every attempt to follow my recommended guidelines for acceptable email etiquette:

- Use a properly descriptive subject line that consists of the course number (“MRTS 1171”) followed by a very brief phrase that summarizes the subject of your message, such as “Homework 1, Problem 2” or “Appointment request.” Please refrain from using short, nonspecific subject lines that have little to do with the actual message (like “hi,” “class,” “Comp Bio,” “python,” “question,” “help,” or just leaving the subject line blank.)
- Start the body of your email off with a proper greeting, such as “Hello Ms. G,” or something similar. (As a side benefit, this prevents you from accidentally addressing me as “Rebecca.”)
- Please make sure you know the difference between they’re, their, and there. Similarly, make sure you know when to use it’s versus its, your versus you’re, and to, two, and too. (There are people who write entire books to convey the wrath and fury they feel when they see examples of such abominations of punctuation and spelling.)
- Please capitalize the first letter in each sentence, not the entire sentence.

To encourage you to get in the habit of better email etiquette, my plan is as follows: If I receive an email message from you that does not make a sincere attempt to follow the recommendations outlined above, I may respond with a “canned” (pre-written) message that will politely ask you to rewrite your email and send again. It doesn’t have to be perfect (even I screw up sometimes), but assuming you made a decent attempt to do the right thing, then I will much more likely to provide an actual, personal, and timely response.

Research and Library Support:

Need library resources but don't know where to start? Searching for a book, article, or data for research? Not sure how to cite a source in your bibliography? Ask a librarian!

Research help is available in person at the Charlie and Helen Hampton Library Reference Desk, by phone at 903-434-8151, or by emailing the Director of Library Services, Ron Bowden at rbowden@ntcc.edu.

The library's website, www.ntcc.edu/library, offers access to over 80 databases (including an eBook collection and a streaming video collection), a citation style guide, tutorials, and a link to their online catalog. The Funeral Service Education's library guide can be accessed by going to <http://libguides.ntcc.edu/c.php?g=634483>.

Student Responsibilities/Expectations:

Students are expected to attend class. Please refer to the 2016-17 NTCC Associate Degree Funeral Service Student Handbook for specific policies.

NTCC Academic Honesty Statement:

"Students are expected to complete course work in an honest manner, using their intellects and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. NTCC upholds the highest standards of academic integrity. This course will follow the NTCC Academic Honesty policy stated in the Student Handbook."

Academic Ethics

The college expects all students to engage in academic pursuits in a manner that is beyond reproach. Students are expected to maintain complete honesty and integrity in their academic pursuit. Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in disciplinary action. Refer to the student handbook for more information on this subject.

ADA Statement:

It is the policy of NTCC to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to request accommodations. An appointment can be made with John Coleman, Academic Advisor/Coordinator of Special Populations located in the College Connection. He can be reached at 903-434-8104. For more information and to obtain a copy of the Request for Accommodations, please refer to the [NTCC website - Special Populations](#).

Family Educational Rights And Privacy Act (FERPA):

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the

written consent of the student. In compliance with FERPA, information classified as “directory information” may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student’s name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.

Other Course Policies: TBD