MRTS 1272 – Funeral Service Board Prep – Arts - Online
Course Syllabus: **Spring 2020**

NORTHEAST TEXAS COMMUNITY COLLEGE

"Northeast Texas Community College exists to provide personal, dynamic learning experiences empowering students to succeed."

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Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Online
	9:00 AM – 11:00 AM; 1:00 PM – 4:00 PM	9:00 AM – 11:00 AM	9:00 AM – 11:00 AM	9:00 AM – 11:00 AM	By appointment	9:00 AM – 11:00 AM Mon - Thurs

*****Zoom tutoring and extended office hours are available upon request.*****

This syllabus serves as the documentation for all course policies and requirements, assignments, and instructor/student responsibilities.

Information relative to the delivery of the content contained in this syllabus is subject to change. Should that happen, the student will be notified.

Catalog Course Description (include prerequisites):
This is an intensive review of the curriculum in the funeral service arts sections in preparation for the State Board Exam.

2 credit hours. 2 lecture hours each week.

Prerequisite(s):
- MRTS 1301 Contemporary Funeral Service Practices
- MRTS 1330 Funeral Service Internship Orientation
- MRTS 1342 Mortuary Management I

Student Learning Outcomes:
Upon the completion of this course, the student shall be able to demonstrate the following competencies with a minimum grade of 80%:

1. Determine and discuss purpose of funeral service rites and customs. Determine diversity of family and society. Understand family, social, and cultural structures.
2. Discuss funeral's emotional, psychological benefits, facilitate grief process, and discuss effects of death on special populations and importance of viewing deceased. Identify needs for counseling.

3. Determine and discuss all aspects of funeral directing. Obtain and complete all documents and paperwork necessary for funeral arrangements. Have knowledge and ability to explain all aspects of funeral directing.
4. Prepare, evaluate, explain, and/or execute the following: wills, deeds, bonds, credit agreements, contracts, insurance, estate claims, disclosures, funeral home contract, and payment policy.
5. Discuss, define, and explain the following: products, services, merchandise, funeral home operations, and cemetery operations. Define and comply with Federal and State regulations regarding funeral service.
6. Determine, discuss, maintain and execute merchandise needs of the funeral home. Understand and implement merchandising applications in funeral service.
7. Process and apply an understanding of the use of computers. Understand and be able to apply principles of business accounting.

Evaluation/Grading Policy:
Percent
A   92 – 100
B   85 – 91
C   80 – 84
D   75 -- 79
F   74 & below

Points
A   920-1000
B   850-919
C   800-849
D   750-799
F   < 749

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

Tests/Exams:
This course is considered a capstone course, which is intended to ensure the student has demonstrated mastery of the required subjects. This mastery will be accomplished by the student being able to pass the exams in each section of this capstone course with a grade of 80% or higher. Each subject will have the ability to pass the exam a total of two (2) times. If a student is unable to pass the exams in more than two (2) subjects/sections of this course, a failing grade will be given and the student will be required to re-take the course.
There will be eight 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
Exam #5 @ 100 points
Exam #6 @ 100 points
Exam #7 @ 100 points
Final Exam @ 200 points
Total Exam Points = 900 points (90% of total points)

Assignments:
Respondus Quiz 1 @ 30 points
Assignments 7 @ 10 points each = 70 points
Total Assignment Points = 100 points (10% of total points)

Total Course Points = 1000 points

Late Work Policy:
Late work will not be accepted in any Funeral Service course, unless discussed with the instructor of record, prior to submission. If an assignment is turned in late, with the permission of the instructor, 10% of the total possible points will be deducted for each day the assignment is late. Students will have five days to submit late work, on the fifth day the paper will be docked 50% of the grade, following the 10% per day policy. After the fifth day, late work will no longer be accepted.

Assignment feedback
It is the goal of the funeral service faculty to have all grades and feedback returned to students within one week of the assignment due date. On occasion certain types of assignments (i.e. projects and essays) may take longer to grade and return. Your instructor will inform you when to expect a delay in returned grades.

The CURRENT AVERAGE posted in the Blackboard course site is a calculated grade that represents your current course grade average based on the work **you have turned in**. It will not calculate correctly if you have missed assignments that have not been filled in with a zero.

Required Textbook(s):
Prepare to Succeed: A Collaborative Collection of Questions to Test Funeral Service Knowledge
University Mortuary Science Educational Association

Publisher: Funeral Service Education Resource Center   **ISBN Number:** 978-0-9979261-4-9

National Board Exam Study Guide
Publisher: The International Conference of Funeral Service Examining Boards   **ISBN Number:** None

Optional Instructional Materials:
Funeral Service Compend, 6th Edition
Publisher: Professional Training Schools, Inc.   **ISBN Number:** 978-6-665-42205-0

Minimum Technology Requirements:
- Regular (daily) access to high speed internet via Computer access.
- Respondus Web Monitor ($15), you will register for this in the "Start Course Here" folder.
- Webcam with microphone (for monitored test taking)
- Word processing software (Word) and presentation software (Power point)
- Document scanning capability

Required Computer Literacy Skills:
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.

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, Videos/DVDs, Computer-based Assignments, Tutorials, and Assessments.

Course Communication Policy
Student emails and phone calls will be answered within 48 hours. Messages sent on Saturday or Sunday may not be answered until Monday. It is recommended that you post course related questions in the discussion area. If you need information related to a test or assignment, plan ahead and submit your questions well ahead of the due date. Your instructor is not online 24 hours per day, so please allow time for response.
Emails must be sent from a NTCC student email account or Blackboard, or they will not be answered. Assignments will not be accepted via email. All assignments should be submitted through Blackboard. Blackboard collaborate, virtual sessions, and the discussion boards are areas that should be used for open questions and conversation. Use private email for information you do not wish to share with everyone. Check in frequently and respond to general conversations. Private e-mail should be used only when you want to converse with someone privately. Group e-mail is seen by all and you will be asked to post information, ideas, opinions, and questions publicly.
You may also use Blackboard Collaborate (found on the left-hand navigation bar) for study groups. Just post in the discussion board that you want to have a study group with your classmates. Arrange a day and time for you to all meet there and discuss the material.

This course uses NTCC Student and Faculty email as the official form of communication. BlackBoard Learning System on the NTCC website may also be used in this course.

Student Responsibilities/Expectations:
Attendance is crucial due to the nature of this course. Success in this course is dependent on your active participation and engagement throughout the course. As such, students are required to complete all assignments by the due date, and to actively participate in class discussions.

Additionally, students are expected to:

- Log on at least three times a week – on different days in order to completely weekly assignments, assessments, discussions and/or other weekly deliverables as directed by the instructor and outlined in the syllabus;
- Participate in the weekly threaded discussions, this means that, in addition to posting a response to the thread topic presented, students are expected to respond to each other and comment and questions from the instructor and/or other students;
- Check NTCC's student email regularly, as this is the primary method of communication in the Funeral Service program.

If you find that you cannot meet the class' minimum discussion requirements due to such a circumstance, please contact your instructor as soon as possible.

** Students enrolled in Funeral Service courses which include external learning experiences (Internships) are required to comply with the program dress code. A copy of this dress code can be found in the documents section in your BlackBoard portal. It is suggested (and in some cases required) by the Funeral Service program that students purchase personal protective equipment for courses in which exposure to biohazards exists.

 Please refer to the 2019-20 NTCC Associate Degree Funeral Service Student Handbook for specific policies.

Criminal History:
For students in this course who may have a criminal background, please be advised that the background could keep you from being licensed by the State of Texas. If you have a question about your background and licensure, please speak with your faculty member or the department chair. You also have the right to request a criminal history evaluation letter from the applicable licensing agency.

NTCC Academic Honesty/Ethics Statement:
NTCC upholds the highest standards of academic integrity. The college expects all students to engage in their academic pursuits in an honest manner that is beyond reproach using their intellect and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in disciplinary action. This course will follow the NTCC Academic Honesty and Academic Ethics policies stated in the Student Handbook. Refer to the student handbook for more information on these subjects.

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 the Academic Advisor/Coordinator of Special Populations located in Student Services and can be reached at 903-434-8264. For more information and to obtain a copy of the Request for Accommodations, please refer to the special populations page on the NTCC website.

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.

Audio/Video Recording Policy:
Where and when available, automated classroom recording technology will be used to record virtual (Synchronous) activities. Such recordings will only be used to supplement the course(es) in which the recording took place. *Please be sure to express concerns regarding synchronous activity recordings to the program director, prior to a virtual activity.*

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.

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.

Other Course Policies:
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.

Tentative Course Timeline (*note* instructor reserves the right to make adjustments to this timeline at any point in the term):

Class Week	Month	Date	Topic	Notes
1	**JAN**	Jan. 21-27	Start Course Here Folder Course Introduction (Week One Folder)	Respondus Quiz (30 Points)
2 & 3	**JAN - FEB**	Jan 28 - Feb 10	Funeral Directing	Assignment #1 (10 points) Exam #1 (100 Points)
4 & 5		11-24	Contemporary Practices **Synchronous Class Tuesday Feb. 18, 2020 - 7:00 pm**	Assignment #2 (10 points) Exam #2 (100 Points)
6 & 7	**FEB - MAR**	Feb 25 - Mar 9	Marketing/ Merchandising	Assignment #3 (10 points)

				Exam #3 (100 Points)
8		10-15	Law/ Ethics Regulatory Compliance	Assignment #4 (10 points)
	March	**16-23**	**SPRING BREAK**	
9		24-30	Law/Ethics Regulatory Compliance	Exam #4 (100 Points)
10 & 11	**MAR - APR**	Mar 31 - Apr 13	History **LAST DAY TO WITHDRAW FROM CLASSES WITH A "W" – _April 9, 2020_**	Assignment #5 (10 points) Exam #5 (100 Points)
12 & 13		14-27	Socialology / Psychology **Synchronous Class – Tues. Apr. 21, 2020 7:00 pm**	Assignment #6 (10 points) Exam #6 (100 Points)
14 & 15	**APR - MAY**	Apr 28 - May 11	Cemetery / Crematory	Assignment #7 (10 points) Exam #7 (100 Points)
16		12 - 14	**FINALS** **SPRING GRADUATION – Sat. May 16, 2020**	**Final Exam (200 Points)**