

**PET FORM**  
**Planning and Evaluation Tracking**  
**(2012-2013 Assessment Period)**

Division of: Health Sciences

Person Responsible for this Division: Mark E. Rowh

Department of: Mortuary Science

Primary Person Responsible for this Form: Scott Rankin

Purpose Statement (With Last Updated Date): **The Amarillo College Mortuary Science Department is committed to provide the funeral service industry with entry level funeral service professionals with a comprehensive program that enables proof of competency via didactic and clinical curriculum, which complies with all of the requirements of the Texas Funeral Service Commission (licensing agency) and the American Board of Funeral Service Education (accrediting agency) (Last Reviewed: Fall 2012).**

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**Goal Statement #1:** Guide students to pass the National Board Examination for licensure.

**Outcome/Objective Statement #1A**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

**TOOL:** Completed exam scores are collected by the program director each December. The program director has developed a spread sheet analysis that identifies areas of weakness.

**STANDARD:** 75% of students will score 75% or higher on both Arts and Sciences sections of the NBE on their first attempt. (A student must score 75% or higher on the Arts section of the NBE on their first attempt to pass the Arts section. A student must score 75% or higher on the Sciences section of the NBE on their first attempt to pass the Sciences section.)

• Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)

- **2010-2011 Data:** From January 1, 2010 through December 31, 2010, the total number of NBE takers was 10, with 8 passing the Arts section of the NBE with a score of 75% or better on their first attempt. Therefore, students had a pass rate of 80% on the Arts sections. There were 9 total passing the Sciences section with a score of 75% or better on their first attempt. Therefore, students had a pass rate of 90% on the Sciences sections.
- **2011-2012 Data:** From January 1, 2011 through December 31, 2011, the total number of NBE takers was 7, with 5 passing the Arts section of the NBE with a score of 75% or better on their first attempt. Therefore, students had a pass rate of 71% on the Arts sections. There were 6 total passing the Science sections with a score of 75% or better on their first attempt. Therefore, students had a pass rate of 86% on the Sciences sections.

- Analysis

- Provide Previous Data/Result Analysis

(Include if benchmark was met and how results relate to outcome statement): Standard for Sciences section was exceeded. In looking at individual science sections, the average pass rate was highest in Anatomy and Pathophysiology. In 2010-2011 data, Microbiology average pass rate was reported at 61%. For 2011-2012, Microbiology's average pass rate increased to 74%. The lowest science section's average pass rate for 2011-2012 was Chemistry at 67%. There is concern for all individual Science sections.

Standard for Arts section was not met. The highest art section average pass rate was 79% for Psychology. The lowest art section average pass rate was 69.9% for Funeral Service Merchandising and 70.7% for Sociology/Funeral Service History.

- Improvements

- List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results: As reported on the 2011-2012 assessment, Dr. Nicole Dolby was developing a new course titled Workplace Microbiology specifically geared toward Mortuary Science students and what they need to know. The first class was offered during the 2012 spring semester. NBE scores from above will not any relation to the success of this course. Students reported to have taken the NBE would have already graduated the program by this time. Improvements directly related to this new course will not be available until the 2013-2014 PET form.
- Evaluate Why Improvements Were Successful/Were Not Successful: N/A
- What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details): N/A

- Recommendations/Actions for **2011-2012**

- Person Responsible (Who will complete the action?): Scott Rankin
- Action Plan: Currently, all of our required course work is done online with the exception of MRTS 2432 Human Anatomy and a 1-week on-campus lab for MRTS 2447 Technical Procedures II (Restorative Art). Although we did not meet our standard we set for the Arts sections, the average scores for the individual sections were better than those of the individual sciences. I was not a part of faculty at the time these students took the required Arts courses. I cannot accurately say or question their online instruction. I do believe the students in the courses I taught did well and expect future NBE scores to reflect as such. As with the Arts courses, I was not on faculty nor did I instruct these students in the required science courses. However, since becoming program director in August of 2011, I have raised levels of concern with the majority of our required coursework, in particular the science courses, that are online. In addition, I do not feel that students truly grasp the importance of goal setting and what is necessary to be successful in this program (online, in the classroom and NBE expectations).
  1. Mandatory 2-day on-campus program orientation for all new students accepted into the Mortuary Science Program. This will consist of students meeting faculty, library resources presentation, advising, visual tutorial of AC Online and how to navigate through it, program guidelines/rules, licensing procedures, tour of student services for school ID and other important areas of campus.
  2. Currently MRTS 2445 Technical Procedures I and MRTS 2447 Technical Procedures II are online courses with MRTS 2447 requiring a 1-week on-campus lab. These classes will be brought back to the classroom as either hybrid courses or completely on-campus courses. Other courses in the required science course would follow. This would place the student on-campus weekly throughout

- a nine month period. Thus creating more accountability between faculty and student and improving overall student success and NBE scores.
3. Completion of embalming lab/facility. A few tasks are waiting to be completed by the physical plant to have a properly, up to code, prep-room (embalming lab). Once complete, request an additional cadaver for the purpose of allowing students to raise, re-raise, embalm and re-embalm the cadaver. The hands-on lab experience will help train students for situational teaching experiences that cannot be taught online.
- Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):
    1. Orientation – First orientation will be taking place immediately prior to the 2013 spring semester beginning. Expectations and guidelines will be introduced to curriculum committee for catalog purposes during the 2012 fall semester.
    2. MRTS 2445 and MRTS 2447 moving to hybrid or on-campus class. Prospective students are already being instructed on this expected change. A hybrid MRTS 2445 class is planned to be in place for the 2013 fall semester. A hybrid MRTS 2447 class is planned to be in place for the 2014 spring semester. All students within the program (current and new) would be required to come to campus for science/embalming related courses beginning the 2014 fall semester.
  - What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details):
    1. Orientation – No Cost (N/A)
    2. Embalming lab updates – Cost unavailable at this time, currently waiting on engineers and physical plant.
    3. Additional Cadaver - \$1,250.00 annually
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**Goal Statement #2:** Automatically award credentials to those students who qualify (AC Strategic Plan through 2015: Strategy 1.6).

**Outcome/Objective Statement #2A**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

Students within the Mortuary Science program will be awarded a Certificate and/or a degree upon successful completion of program requirements. After programming modifications, Colleague will provide a list to the Registrar's Office of students who have successfully completed a degree or certificate. (AC Strategic Plan through 2015: Task 1.6.1.1.1)

- Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)
  - **2010-2011 Data:**  
MRTS.CERT (Certificate of Completion in Funeral Directing) – 20 awarded  
MRTS.AAS (Associate of Applied Science in Mortuary Science) – 10 awarded
  - **2011-2012 Data:**  
MRTS.CERT (Certificate of Completion in Funeral Directing) – 17 awarded  
MRTS.AAS (Associate of Applied Science in Mortuary Science) – 7 awarded
  
- Analysis
  - Provide Previous Data/Result Analysis  
(Include if benchmark was met and how results relate to outcome statement): There was a drop in certificates and degrees awarded. Due to each students' specific degree plans, numbers will vary each year in terms of completers.
  
- Improvements
  - List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results:  
During the first 8 months of the 2010-2011 year, I was only a faculty member. After a sudden resignation of the former program director, I became program director. Other than standard observation and minor changes to any course, I am not aware of significant changes the former program director made.
  - Evaluate Why Improvements Were Successful/Were Not Successful:  
N/A
  - What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):  
N/A
  
- Recommendations/Actions for **2011-2012**
  - Person Responsible (Who will complete the action?): Scott Rankin
  - Action Plan: Communication between program director, faculty and students will increase. When students inquire about the program, it is clearly stated what is required within the program. A thorough explanation of the student's degree plan is given as well as a detailed copy of their degree plan is given to them. It has come to my attention that students need a goal and academic plan to be successful. As program director, I am also implementing a mandatory 2-day program orientation for all new students accepted into the Mortuary Science program. They will be required to attend prior to their first classes in the program. This orientation will be directed at communicating to them the importance of each course and expectations throughout the program. I do believe this process will improve completion time frames for students and the number of completers in the program.

- Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date):  
Increased awareness and communication with new students is already taking place. Initial orientation will take place January 2012 prior to 2012 spring classes starting.
  - What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details): N/A
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**Goal Statement #3: “No Excuses” Goals: Goal #4 – Complete courses with a grade of C or better.**

### **Outcome/Objective Statement #3A**

**(Be sure to include audience, behavior, conditions, degree/benchmark, and evaluation method):**

MRTS students will successfully achieve a minimum score of 75% (Grade of C) to receive MRTS course credit.

### Additional Information

MRTS students who successfully meet all requirements of the MRTS.AAS program are required and certified to sit for the Arts and Sciences portions of the National Board Exam (NBE). A minimum score of 75% is needed to pass each section. To increase student awareness, standards and expectations, a new grading scale for all MRTS courses was put in place beginning Fall 2011. The minimum overall point total for a student to receive a C was raised from 70 to 75. To receive credit for a MRTS course, a student must make a C or better. We will look to see if number of students failing one or more MRTS courses increases or decreases. In addition, we can compare a student’s National Board Exam scores to their overall average of MRTS courses to see if they are closely related.

- Results (If Applicable, Provide Numbers and Percentages for Quantitative Data)
  - **2010-2011 Data:** (New goal, no data to report)
  - **2011-2012 Data:** (Not enough new data to report actual numbers)
- Analysis
  - Provide Previous Data/Result Analysis  
(Include if benchmark was met and how results relate to outcome statement):  
No students were removed from the MRTS.AAS degree program due to the ‘Grade of C or better’ grading criteria. It was discovered however, that this requirement was not listed in the course catalog for students in the MRTS.CERT (Certificate of Completion in Funeral Directing).
- Improvements
  - List any Improvements Made in the **2010-2011** (Last Academic) Year Based on the **2009-2010** PET Results:  
N/A
  - Evaluate Why Improvements Were Successful/Were Not Successful:  
N/A
  - What Budget Implications Were Involved with this Improvement? (Please Provide Cost Estimate/Details):  
N/A

- Recommendations/Actions for 2011-2012
    - Person Responsible (Who will complete the action?): Scott Rankin
    - Action Plan: The curriculum committee was presented with changes to the MRTS.CERT program to allow the new grading criteria to be placed in the course catalog in the 2011 fall semester. It took effect for new students with a catalog year of 2012-2013 and on. A plan is being put in place to communicate with current MRTS.CERT students with a catalog year of 2011 or later and provide them with several options in the attempt to bring them in under this new grading criteria. This will raise the standard and expectation for the student, therefore creating a more successful student.
    - Expected Time Frame Needed to Implement Action Plan (Please provide specific deadline date): For MRTS.CERT students under the 2011 course catalog or later, goal for completion of above plan is 2012 fall semester or 2013 spring semester.
    - What Budget Implications Are Involved with this Action? (Please Provide Cost Estimate/Details): N/A
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