

Mortuary Science Advisory Committee Meeting

AGENDA – May 22, 2019

1. Welcome and Introductions – Roger Allen
2. Approval of Minutes
3. Health Science Advisor – Javier Herrera, Sandra De La Rosa
4. Student Representatives – Mikayla Calhoun and Jackson Harbison
 - a. Tutoring
 - b. Social Services
 - c. Other concerns/issues
5. Affiliation Reports:
 - a. Roger Allen – General Manager of LaGrone Blackburn-Shaw/Martin Road Funeral Home.
 - b. Alana Winegeart – Owner and General Manager of Winegeart Funeral Home
 - c. Eric Shafer – Owner Shafer Mortuary Services
 - d. Candice Shafer – Owner of Shafer Mortuary Services
 - e. Robert Green – General Manager of Schooler Funeral Home
 - f. Arnold Holley – Holley Funeral Home
6. Vice President of Academic Affairs
7. Dean of Health Sciences – Kim Crowley
8. Continuing Healthcare Education – Melissa Burns
9. Perkins Coordinator – Pam Madden
10. Director's Report
 - a. Accreditation Report
 1. Annual Report
 2. Program Status
 - b. AC Strategic Plan – Mortuary Science Efforts
 1. IDS
 2. Assessment
 3. Redesign of Course
 4. M.A.T.S/Practice Test from The Conference
11. Faculty Report
 - a. Patricia Garcia – Curriculum Coordinator
12. Other Business
13. Adjourn

PROGRAM/COMMITTEE NAME:		Mortuary Science	
CHAIRPERSON:	Roger Allen		
MEETING DATE:	5-22-19	MEETING TIME:	12:00.
RECORDER:	Janet Barton – Executive Secretary		MEETING PLACE:
			West Campus "C" Bldg. Room 101 6-28-18

List all members of the committee, then place an X in the box left of name if present					
	NAME	TITLE	EMPLOYER INFO	PHONE	EMAIL
x	Roger Allen		Lagrone-Blackburn Shaw F.D.		roger.allen@carriageservices.com
x	Robert Green		Schooler/Angel Funeral Homes		Robert.green@carriageservices.com
	Candice Shafer	GM	Cox Funeral Home	806.567-1334	shafer_candace@yahoo.com
	Eric Shafer		Shaffer Mortuary Services	806-584-8489	Ejs1989@yahoo.com
x	Alana Winegart		Winegart Funeral Home – Pampa		winegartfuneral@yahoo.com
x	Arnold Holley	Owner	Holley Funeral Home	806-655-1041	

	Brant Davis	Program Director	Amarillo College	806.354.6035	bedavis@actx.edu
x	Patricia Garcia	Faculty	Amarillo College		patricia.garcia@actx.edu
x	Javier Herrera/Sandra	Advisor	Amarillo College	806.354.6007	jfherrera@actx.edu / s0053236@actx.edu
x	Kim Crowley	Dean of Health Sciences	Amarillo College		kacrowley@actx.edu
x	Melissa Burns	Director of CHCE	Amarillo College		M0084211@actx.edu
x	Sherrie Buss	Administrative Systems Spec.	Amarillo College	806-467-3104	sherrie.nunn@actx.edu

AGENDA ITEM	ACTION DISCUSSION INFORMATION	RESPONSIBILITY
Welcome & Introductions	Welcome and introductions	Roger Allen
Approval of Minutes		Roger Allen

Advisors	Javier – Health Sciences app closes May 31 st . Has been visiting High Schools talking to students about AC. Registering students. Talked to 14-15 students interested in Mortuary Science. Sandra on WSC helping students get registered has talked to several about Mortuary Science.	Javier/Sandra
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Students	<p>Mikala – in Restorative Arts. Will graduate in December. Things are good. Has to take MATS. Will take test after grad. Brant mentioned Mikala asks questions has lists. Proud of both students.</p> <p>Jackson – Just graduated from Wayland straight A Student. Brant stated both students have a lot of integrity. Top 2 students.</p>	Patricia Garcia
Affiliation Report	<p>Roger Allen GM LaGrone BB Shaw/Martin Rd – 3 students this year Tracy, Kaitlyn are finishing, Allie is new. Feels young kids don't understand what it takes to be a funeral director. Not an 8-5 job.</p> <p>Alana Owner GM Winegeart FH – Alana stated students don't realize they will have to do dirty work. Stressful job.</p> <p>Arnold Holly Owner Holly FH – Arnold does not feel students get much explanation or instruction. Need more instruction on dealing with people.</p> <p>Robert – Students think they will make a lot of money. Need to set realistic salary information. Should be going into this field for the love of helping people. Patricia stated they have had pay conversations recently with students.</p>	
Instructor	<p>All information will be covered. Question was asked about how many expected to pass. Patricia stated 3-5. Getting more local students. Patricia trying to encourage students to get provisional so when they graduate good to go. Have a Student in Amarillo who is graduating (Jaycee) wants a full time job.</p> <p>Sandra asked if we should require observation hours to application. Brant stated we are conducting interviews differently if student has not been in a funeral home. They will have to go visit a funeral home for a while and then come back and talk to them.</p> <p>Arnold Holly stated Need preceptors who take time to explain. Alana mentioned in the end it will be rewarding for all.</p> <p>Patricia stated the hardest part is critical thinking.</p>	

Director report	<p>Brant mentioned he will let students know this is not an 8-5 job. Will ask them if they have been to a funeral home. Possibly do some shadowing.</p> <p>Accreditation Reports- Fill out each year. ABFSE recognizes school who gets report in early.</p> <p>Program Status – Moved to Show Cause. Average pass rate has to be above 60% in a year. Have re-introduced MATS, re-designing courses. This summer re-designing exit exams. Doing self-study. Damien? Wrote chemistry book. Talked to Dr. Green who stated the course is too hard. Dr. Green talked to Damien about re-designing chemistry course. Brant stated they will continue to find ways to improve. Cypress – Jolina session talked about exit course. Brant has requested her template. Once a student gets a passing rate can move on to next test. Jolina pass rates are 95%.</p> <p>IDS – Tina mentioned the program has dashboard that shows overall health in program. Can look at dash board as needed.</p> <p>Re-design of courses last summer, continuing this process. Brant stated he wants to be the program other Funeral Directors call for help.</p> <p>MATS/Practice test – MATS 3 months' test. Some Program directors have students take practice tests and MATS. Implementing students take MATS and send documentation that they passed test 10 times in a row. Alana asked where we are on the MATS. Brant stated he got it today and will be sending to students. Students will need to answer their emails and phones. Will be given a code to set up test.</p> <p>Give experience without counting against them.</p>	
Melissa Burns CHCE	Melissa mention if any CEs are needed, contact Cammie. New Coordinator.	Melissa Burns
Dean Report	<p>Kim – this is her first Mortuary Science AB meeting as Dean. Appreciates comments on instruction needed. How can we help? Do we need to have a Preceptor Orientation? Arnold said go to funeral homes and explain to Directors the expectations. Need to know what expectations are...phones, pricelists, filling out paperwork. Patricia mentioned a Forms Course. Kim appreciated the feedback.</p> <p>Arnold stated students have different styles, funeral director need to recognize this.</p> <p>Patricia stated implementing Worksheet checkoff list. Encourage communication.</p>	Kim Crowley
Adjournment		
Date: 6-22-18 6-24-19	Executive Secretary Signature: <i>Jane + Brant</i>	Next meeting: TBD

ADVISORY COMMITTEE MEMBERS

Program: Mortuary Science

Year: Summer 2019

Program Director: Brant Davis

Committee Chair: Roger Allen

Name	Title	Company	Phone	E-Mail
Myka Calton	Student		(806) 272-7622	MD569818@amailcollege.com
* ROBERT GREEN	MP	SCHOOLER	806-690-1929	robert.green@carriage-services.com
Kim Cull	Dean	AC	—	—
Melissa Burns	Director	AC	352-3650 372-3233	mdburns@actx.edu
* Roger Allen	MP	LOS	355-0159	—
* Arnold Hally		Hally	655-1041	
Tina Babb	IE	AC	371-5420	
* Winegeart	FD	Winegeart FH	663-9772	winegeartfuneral@yahoo.com
Javier Herrera	Advisor	AC	354-6007	jfherrera@actx.edu
Jackson Harbison	Student	AC	806-300-5155	jackson-harbison@gmail.com
Sandra Delakosa	Advisor	Ac	371-5456	Smdeklasa@actx.edu

Janet L. Barton

From: Roger Allen <Roger.Allen@carriageservices.com>
Sent: Wednesday, June 19, 2019 9:09 AM
To: Janet L. Barton
Subject: RE: Approval of 2018 Minutes

Janet,

I approve the minutes.

Roger Allen
LaGrone Blackburn Shaw

From: Janet L. Barton <jlbarton@actx.edu>
Sent: Tuesday, June 18, 2019 2:38 PM
To: Roger Allen <Roger.Allen@carriageservices.com>; Robert Green <Robert.Green@carriageservices.com>; 'winegeartfuneral@yahoo.com' <winegeartfuneral@yahoo.com>
Cc: Brant E. Davis <b0267208@actx.edu>
Subject: Approval of 2018 Minutes

Good afternoon,

We were not able to approve the minutes at the meeting on May 22nd, so I am attaching the 2018 minutes for your review. Please let me know by email if you approve the minutes.

Thank you
Janet

*Janet Barton
Executive Secretary
Health Sciences
Amarillo College
806-354-6055*

Janet L. Barton

From: winegeartfuneral@yahoo.com
Sent: Thursday, June 20, 2019 11:09 AM
To: Janet L. Barton
Subject: RE: Approval of 2018 Minutes

Janet,
I approve the minutes as stated in the email sent to me.

Have a blessed week!

God Bless,
Alana Winegeart



*303 North Frost Street
Pampa, Texas 79065
806-486-1060
806-486-1629 fax*

winegeartfuneral@yahoo.com www.winegeartfuneral.com

From: Janet L. Barton <jlbarton@actx.edu>
Sent: Tuesday, June 18, 2019 2:38 PM
To: 'roger.allen@carriageservices.com' <roger.allen@carriageservices.com>; robert.green@carriageservices.com; 'winegeartfuneral@yahoo.com' <winegeartfuneral@yahoo.com>
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Janet

*Janet Barton
Executive Secretary*



Amarillo College

Assessment Plan

Program: _____ **Mortuary Science A.A.S. (Funeral Service Education)** _____ **Assessment period:** _____ **2018** _____

Program or Department Mission:

The Mortuary Science department at Amarillo College has as its central aim recognition of the importance of funeral service personnel as (1) members of a human services profession, (2) members of the community in which they serve, (3) participants in the relationship between bereaved families and those engaged in the funeral service profession, (4) professionals knowledgeable of and compliant with federal, state and local regulatory guidelines, as well as (5) professionals sensitive to the responsibility for public health, safety and welfare in caring for human remains.

Instructional Program Student Learning Outcomes & Assessment Plan

1. Members of a human services profession;
2. Members of the community in which they serve;
3. Participants in the relationship between bereaved families and those engaged in the funeral service profession;
4. Professionals knowledgeable of and compliance with federal, state and local regulatory guidelines, as well as;
5. Professionals sensitive to the responsibility for public health, safety and welfare in caring for human remains
6. To enlarge the background and knowledge of students about the funeral service profession;
7. To educate students in every phase of funeral service, and to help them to develop proficiency and skills necessary for the profession, as defined in the Preamble at the beginning of Chapter 9 of the Manual on Accreditation;
8. To educate students concerning the responsibilities of funeral service profession to the community at large;
9. To emphasize high standards of ethical conduct;
10. To provide a curriculum at the post-secondary level of instruction;
11. To encourage student and faculty research in the field of funeral service.

ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
<p>3.1.1 Members of a human services profession</p>	<p>Our Mortuary Clinical courses use a rubric for various levels of the student's engagement with families.</p> <p>MRTS 1310 is primarily observation of professional interactions between preceptors and clients focusing on the human interaction of this profession. These activities provide essential foundations and feedback to the mortuary science students.</p>	<p>80% of students in the MRTS 1310 course will receive an exemplary rating on their clinical notebooks and reflections from their clinical observation sessions. Exemplary is the highest rating on the rubric.</p>	<p>MRTS 1310: 80% of the students passed this benchmark. Total 18 students, 16 passed, for a pass rate of 89%</p> <p>MRTS 1260: 80% of the 15 students in the course met the benchmark. 12 students in the course received exemplary. 3 students did not complete the course due to lack of participation.</p>	<p>Although the 80% benchmark was met, the program will follow students in 1310 more closely with specific follow-up on students who do not participate in order to ensure they either receive counsel if they are struggling with their clinical work or are instructed on how to withdraw from the course if they decide this is not the type of work they are wanting to do. (2 students did not pass this benchmark because they did not participate in the course but never withdrew.)</p> <p>Although the 80% benchmark was met for MRTS 1260, three students did not complete due to lack of participation. The program faculty will follow students in 1260 more closely with specific follow-up on students who do not participate in order to ensure they either receive help or are instructed on how to withdraw from the course.</p>

3.1.1 Members of a human services profession (cont.)	MRTS 2260 includes faculty assessment of students' embalming skills with specific assessment of the various tasks of the embalming process, and the required levels of dignity and respect shown toward the decedent.	80% of the students in MRTS 2260 will be able to perform various tasks required in the embalming process utilizing the appropriate levels of respect for the decedent in order to receive a letter grade A (93-100).	MRTS 2260: 100% of the students passed the embalming benchmark. 19 total students/all 19 students achieved an A in the course exceeding the benchmark selected for this course.	100% of the students succeeded in meeting the goals for this assignment. This benchmark was met. We will continue to monitor subsequent cohorts for 100% pass rates in this course.
3.1.2 Members of the community in which they serve	The Mortuary Science students are encouraged to interact and participate in activities with the funeral service industries of the community through the communities' participation in orientation, clinicals, labs and preceptor observations. Various members of the funeral service industry attend and interact with students during these activities throughout the program. Assessment of student interaction with community members is accomplished through discussion held during advisory committee meetings, telephone conferences with preceptors and personal communications.	The benchmark for this assessment is based on feedback presented during advisory committees indicating common student professional interactions and behaviors. In order to meet this benchmark, the advisory committee consensus must indicate that the majority of students meet their standards of professional community interactions.	The most recent advisory committee meeting consensus was that the majority of the mortuary science students were deemed successful in their professional interactions with the funeral service community.	In assessing this data and benchmark, the program has determined that the creation of specific assessment rubrics for professional interaction with the funeral service community are needed in order to accurately assess the students success in interactions with members of the funeral service community. Assessment forms will be provided to all clinical preceptors and community participants within the program in order to receive specific feedback related to student interactions.

3.1.3 Participants in the relationship between bereaved families and those engaged in the funeral service profession	<p>The Clinical Students are required to obtain a location in which to serve their internship. For the different levels of our clinical courses, the students may be required different criteria:</p> <p>MRTS 1310 – Funeral Directing Observation – 80 hours of observation are required.</p> <p>MRTS 1260 – Funeral Directing assisting – additional level of involvement per the mentor's suggestion. Additional hours (144 hours) are required involvement.</p> <p>MRTS 2260 - Embalming 144 hours are required of involvement.</p>	<p>The Mortuary Science program expects that 85% of the students in MRTS 1310 and 1260 will be exposed to funeral service practices such as: conducting arrangements, religious practices, aftercare knowledge and legislative compliances.</p> <p>The Mortuary Science program expects that more than 85% of students involved in MRTS 2260 will be exposed to the transfer of remains, notification of death and attend funeral services.</p>	<p>100% of our clinical students involved in 1310, 1260, and 2260 had an apprenticeship or were actively involved in working in a funeral home and were exposed to funeral service practices such as: conducting arrangements, religious practices, aftercare knowledge and legislative compliances.</p>	<p>We will continue monitoring the students' progress by continuing to work closely with them and their mentors (preceptors). We are continually checking with their preceptors to inquire as to the students' involvement with bereaved families and the students' willingness to work hard and be actively involved in the funeral planning process.</p> <p>In order to better assess the engagement of students, clinical skills assessment sheets will be created to be completed by the preceptor and student which will allow for a more detailed assessment changing from the current method where students are required to fill out participation forms listing their entire involvement in each service. Their preceptor has to sign confirming the information submitted is accurate.</p>
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<p>3.1.4 Professionals knowledgeable of and compliant with federal, state and local regulatory guidelines in the geographic area where they practice</p>	<p>Amarillo College Mortuary Science Program offers several courses in which the curriculum covers federal, state and local regulatory guidelines:</p> <p>MRTS 2335 – Mortuary Jurisprudence</p> <p>MRTS 1342 & 2342 – Mortuary Management I and Mortuary Management II</p> <p>National Board Examination rates – Regulatory Compliance</p>	<p>The Program expects students will participate and receive the necessary knowledge regarding state and local regulatory standards.</p> <p>The program's benchmark assessment for MRTS 2335, 1342, 2342 requires that at least 65% of the students will achieve a passing score of 75% or better.</p> <p>The benchmark for passing the NBE is set in alignment with the requirements of ABFSE at 60%. We expect that 60% or more of students taking the NBE exam will score at least the required minimum of 75% on the board examination.</p>	<p>2018 Data (Spring & Fall)</p> <p>MRTS 1342 revealed a passing score of 75% or higher for 79% of the students. Of the 59 students in the course, 46 received passing grades.</p> <p>MRTS 2335 revealed a passing score of 75% or higher for 60% of the students. Of the 59 students in the course, 35 received passing grades.</p> <p>MRTS 2342 revealed a passing score of 75% or higher for 73% of the students. Of the 50 students in the course, 36 received passing grades.</p> <p>Amarillo College Mortuary Science Program has seen an improvement in the ARTS exam pass rate for the National Board Examination. For respective reporting periods, the pass rates are: 2017 = 14.2% ARTS (1 pass / 7 failed) 2018 = 53.3% ARTS (8 pass / 15 failed)</p> <p>The Science exam pass rate for the National Board Examination also reflected improvement. For the respective reporting periods, the pass rates are: 2017 = 20.0% Science (1 pass / 5 fail) 2018 = 33.3% Science (5 pass / 15 fail)</p>	<p>Our Program continues to assist students with study material for federal and state laws for the state and national board examinations. This benchmark was met by 79% of the students. The students that did not succeed were not active in the program but never withdrew from the program.</p> <p>Our Program will continue to monitor the progress of students completing the NBE in regard to regulatory compliance.</p>
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3.1.5 Professionals sensitive to the responsibility for public health, safety and welfare in caring for human remains	Clinical certification of students using the Embalming Certification Checklist	<p>Program predicts that 90% of the students completing the embalming clinical course MRTS 2260 will be able to perform the tasks set forth on the Embalming Certification Checklist.</p> <p>Our Program bases achievement of the benchmark based on the students completing 10 clinical embalming cases per semester and 144 hours of observation/participation. 90% of students will complete the 10 clinical embalming cases on an off-campus facility. 100% cannot because some of our students work at rural facilities where they may not get 10 cases in a 16-week period). 100% will complete the course with a "B" or better based on the benchmark.</p>	MRTS 2260 revealed a passing score of 75% or higher for 91% of the students. Of the 24 students in the course, 21 received passing grades.	<p>Amarillo College Mortuary Science instructors continue to monitor the improvement of the Embalming Clinical Students from year to year to meet standards. Although 100% of the students may not have the opportunity to cover the 10-case, 144 observation/participation-hour requirement our program sets forth, we take into consideration the exposure the students' have to case work. We will continue to require feedback from the preceptors in order to evaluate the student's readiness for the industry.</p>
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3.2.1 To enlarge the background and knowledge of students about the funeral service profession	<p>The students complete several courses that introduce them to the background knowledge of the funeral service profession:</p> <p>MRTS 1301- Contemporary Funeral Service & Practices</p> <p>MRTS 1342 & 2342 – Mortuary Management I and Mortuary Management II</p> <p>MRTS 1211 – History of Funeral Service</p> <p>MRTS 2335 – Mortuary Law is included in the Mortuary Jurisprudence Course.</p>	<p>The students are required to pass these courses with a grade of 75%. The chosen benchmark for this assessment is that 80% of students in these courses will achieve a grade of at least 75%.</p>	<p>2018 Data (Spring & Fall)</p> <p>MRTS 1301 revealed a passing score of 75% or higher for 79% of the students. Of the 62 students in the course, 47 received passing grades.</p> <p>MRTS 1342 revealed a passing score of 75% or higher for 79% of the students. Of the 59 students in the course, 46 received passing grades.</p> <p>MRTS 2342 revealed a passing score of 75% or higher for 73% of the students. Of the 50 students in the course, 36 received passing grades.</p> <p>MRTS 1211 revealed a passing score of 75% or higher for 78% of the students. Of the 61 students in the course, 47 received passing grades.</p> <p>MRTS 2335 revealed a passing score of 75% or higher for 60% of the students. Of the 59 students in the course, 35 received passing grades.</p>	<p>Upon reviewing the course benchmark results, it has become apparent that of the students that had a failing grade, the majority of those students failed because of lack of participation and they were negligent in dropping the courses.</p> <p>Based on this information and the need to improve pass rates in these courses, program instructors will track and communicate individually with students beginning with the first grade in each course. Students will receive individual encouragement, tutoring, study skill assistance, access to the Success Center and additional online resources. Faculty will monitor progress on this standard and adapt methodologies as they seek to improve the overall pass rates.</p>
	<p>Texas Funeral Service Commission – Provisional Program</p>	<p>Students are required to serve a 12-month (45 caseload) apprenticeship.</p>	<p>100% of students in the Provisional Program are serving their apprenticeship to perform various tasks regarding the knowledge of the funeral service profession.</p>	<p>The program is currently meeting this benchmark and will continue to maintain a professional relationship with the Texas Funeral Commission and oversee the apprenticeship opportunities for our clinical students and encourage student involvement in the provisional program.</p>

3.2.2 To educate students in every phase of funeral service, and to help them to develop proficiency and skills necessary for the profession, as defined in the Preamble at the beginning of Chapter 9 of the Manual on Accreditation	MRTS 1260 – Mock Arrangement Assignment	MRTS 1260 - Instructor developed a rubric as a benchmark for this assignment. Benchmark is for 80% of students to receive at least a 90% on the assignment rubric. It is designed to prepare the student for an arrangement conference with a bereaved family member. It is a two-part assignment in which the student also has to prepare an obituary for said decedent.	MRTS 1260 14 total students, 10 passed, 4 failed for a pass rate of 71.4% succeeded in this assignment.	The data indicates that the benchmark was not met. Sitting in with the preceptors in their own arrangement conferences helps the students to get knowledge and experience in how to handle bereaved families with proficiency and necessary skills. Faculty will continue to use and enhance this assignment.
	MRTS 1260 - Clinical	MRTS 1260 Benchmark for this course is that at least 80% of students will complete the course with a passing grade of 75% or better.	MRTS 1260 revealed a passing score of 75% or higher for 75% of the students. Of the 45 students in the course, 33 received passing grades. This data indicates that the benchmark was not met and improvements must be made.	Assessment of the results indicate lack of student engagement and follow through. The faculty will monitor progress on this standard and adapt methodologies as they seek to improve the overall pass rates.
	Texas Funeral Service Commission – Provisional Program	Students are required to serve a 12-month (45 caseload) apprenticeship.	100% of students in the Provisional Program are serving their apprenticeship to perform various tasks regarding the knowledge of the funeral service profession.	The program is currently meeting this benchmark and will continue to maintain a professional relationship with the Texas Funeral Commission and oversee the apprenticeship opportunities for our clinical students and encourage student involvement in the provisional program
	Maintain ABFSE Program Accreditation	Amarillo College Mortuary Science program will continue to maintain accreditation standards.	Our Mortuary Science program currently has been re-accredited for a two-year period beginning October 25, 2018 with a current "probation-status" for pass-rates effective April, 2018. We are working to improve these test scores.	Because of the probation status for pass rates, the Mortuary Science program will be undergoing quality enhancement activities including course redesign and professional development for the overall program and faculty in order to maintain ABFSE accreditation and maintain the standards.

3.2.3 To educate students concerning the responsibilities of funeral service profession to the community at large	<p>MRTS 1301 - Contemporary Funeral Service & Practices</p> <p>MRTS 1342 & 2342 – Mortuary Management I and Mortuary Management II</p> <p>MRTS 1211 – History of Funeral Service</p> <p>MRTS 2335 – Mortuary Law is included in the Mortuary Jurisprudence Course.</p> <p>Texas Funeral Service Commission – Provisional Program</p>	<p>The program set a benchmark for at least 80% of students to pass the course with a grade of 75% or better.</p> <p>Students are required to serve a 12-month (45 caseload) apprenticeship.</p>	<p>2018 Data (Spring & Fall)</p> <p>MRTS 1301 revealed a passing score of 75% or higher for 76% of the students. Of the 62 students in the course, 47 received passing grades.</p> <p>MRTS 1342 revealed a passing score of 75% or higher for 78% of the students. Of the 59 students in the course, 46 received passing grades.</p> <p>MRTS 2342 revealed a passing score of 75% or higher for 72% of the students. Of the 50 students in the course, 36 received passing grades.</p> <p>MRTS 1211 revealed a passing score of 75% or higher for 77% of the students. Of the 61 students in the course, 47 received passing grades.</p> <p>MRTS 2335 revealed a passing score of 75% or higher for 59% of the students. Of the 59 students in the course, 35 received passing grades.</p> <p>100% of students in the Provisional Program are serving their apprenticeship to perform various tasks regarding the knowledge of the funeral service profession.</p>	<p>Data revealed that the benchmark was not met. To establish an action plan for improvement, course rubrics and curriculum were redesigned to create a more rigorous scoring rubric for these courses. Program will continue to increase student accountability within each of these courses. The redesign included Blackboard Collaborate sessions with the students, increasing rigor of discussion board posts, adding tutoring and additional online resources (videos with related content and practice worksheets for principles of accounting –MRTS 1342).</p> <p>The program is currently meeting this benchmark and will continue to maintain a professional relationship with the Texas Funeral Commission and oversee the apprenticeship opportunities for our clinical students and encourage student involvement in the provisional program.</p>
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3.2.4 To emphasize high standards of ethical conduct	<p>Several of Amarillo College Mortuary Science courses exhibit and encourage ethical conduct for the funeral service profession:</p> <p>MRTS 1301- Contemporary Funeral Service & Practices</p> <p>MRTS 1342 & 2342 – Mortuary Management I and Mortuary Management II</p> <p>MRTS 1211 – History of Funeral Service</p> <p>MRTS 2335 – Mortuary Law is included in the Mortuary Jurisprudence Course.</p> <p>MRTS 1260 – Funeral Service Clinical</p> <p>MRTS 2260 – Funeral Service Clinical II (Embalming)</p>	<p>The benchmark that the program has in place is that 80% of students are required to pass the course with a grade of 75%.</p>	<p>2018 Data (Spring & Fall)</p> <p>MRTS 1301 revealed a passing score of 75% or higher for 76% of the students. Of the 62 students in the course, 47 received passing grades.</p> <p>MRTS 1342 revealed a passing score of 75% or higher for 78% of the students. Of the 59 students in the course, 46 received passing grades.</p> <p>MRTS 2342 revealed a passing score of 75% or higher for 72% of the students. Of the 50 students in the course, 36 received passing grades.</p> <p>MRTS 1211 revealed a passing score of 75% or higher for 77% of the students. Of the 61 students in the course, 47 received passing grades.</p> <p>MRTS 2335 revealed a passing score of 75% or higher for 60% of the students. Of the 59 students in the course, 35 received passing grades.</p> <p>MRTS 1260 revealed a passing score of 75% or higher for 73% of the students. Of the 45 students in the course, 33 received passing grades.</p> <p>MRTS 2260 revealed a passing score of 75% or higher for 88% of the students. Of the 24 students in the course, 21 received passing grades.</p>	<p>Assessment of the data shows that the benchmark was not met. Course rubrics and curriculum were redesigned to create a more rigorous scoring rubric for these courses. The program continues to increase student accountability within each of these courses. The program continues to set and demonstrate ethical conduct. The faculty encourages students as well as the professionals that are our preceptors to set high standards regarding the funeral service profession.</p>
<p>Discussion with preceptors & employers of funeral homes concerning student performance in their funeral home.</p>	<p>We expect response from these discussions to be at least 80% positive feedback.</p>	<p>Of the 69 clinical students from MRTS 1260 & MRTS 2260, we received positive feedback on 67 students for a 97% positive feedback.</p>	<p>The benchmark for exhibiting high standards for ethical conduct was met. These discussions will continue to be utilized in future clinical courses.</p>	

3.2.5 To provide a curriculum at the post-secondary level of instruction	Amarillo College Mortuary Science Program meets and follows all curriculum set forth by the American Board of Funeral Service Education. The program also follows all standards and accreditation requirements for Amarillo College.	The program follows 100% of the ABFSE curriculum requirements as well as SACS (Southern Association of Colleges and Schools) accreditation body.	Based on the assessment of the ABFSE curriculum objectives and the results of our ABFSE site visit, we identified areas for improvement within the curriculum.	In order to ensure that 100% of ABFSE curriculum requirements are met and to reach our benchmark, our faculty examined each curriculum objective set forth by the ABFSE and redesigned various components of each course in order to ensure that all objectives were covered within the curriculum of program courses. Our program will continue to educate ourselves on the guidelines and any changes that may occur.
3.2.6 To encourage student and faculty research in the field of funeral service	Amarillo College offers professional development to all faculty. Our program faculty take advantage of most of the professional development opportunities.	100% of the full-time faculty in our Mortuary Science Program will participate in professional development activities, seminars, events, meetings, etc.	100% of full-time faculty participated in professional development meetings, seminars and activities. The faculty is active in state and national associations where membership and officers are held: TFDA, NFDA, and ABFSE. Over the course of the previous year, full time faculty have participated in Quality Matters, Online Teaching Conference as well as the Data Management Summit.	Amarillo College Mortuary Science Program met this benchmark. Full-time staff will continue to be involved in professional development in order to ensure that they continue to improve their knowledge and skills in relation to distance education. Faculty will also continue to remain abreast of current research, advancements and changes in the funeral service industry.

3.3 The aims and objectives of the program must be in the published documents – other than brief informational/marketing materials – relating to the funeral service program	Amarillo College Mortuary Program are maintaining a dedicated webpage which will publish detailed documents related to the Mortuary Science Program including but not limited to details of the curriculum, accreditation, faculty, pass rates and approximate tuition costs. www.actx.edu/mortuary	The webpage is updated on a regular basis in order to maintain the most current detailed information regarding programs. The benchmark is to update program changes within two weeks of the occurrence of change.	A timeline has been established to post updates to the website concerning pass rates and the aims and objectives are consistently present for student information.	In order to establish improvements in this area and to meet the benchmark, the program has implemented a systematic process to verify updates are completed within the two-week timeframe. The full time faculty and executive secretary of Health Sciences will work together to ensure updates are completed.
3.4 The program must assess the achievement of its Aims and Objectives (see also Standard 11 of this assessment plan for results on pg. 13-18)	The method for assessing Aims and Objectives (Standard 11) will be the continued use of this template. Additionally, Amarillo College will assess the achievement of program aims and objectives through systematic use of the college-wide program assessment plan established by the Director of Institutional Effectiveness. Also, the Mortuary Science program will utilize surveys, evaluations and advisory committee input to assess its achievement of the objectives.	Success with this standard will be based on the completion of this assessment plan document and program assessment for AC Institutional Effectiveness. Findings of this assessment plan and AC's program assessment plan will indicate the accomplishment of meeting benchmarks established for the program in any given assessment cycle.	Moving forward, Mortuary Science will use this assessment plan template each semester to identify potential areas for improvement based on the criteria and benchmarks provided within this document.	Plans to improve the program's ability to meet benchmark standards have been outlined in this document as well as the program assessment plan. We will review this assessment plan each end of semester or academic year to compare data points and look for continuous improvement in areas that need it. These plans for improvement include course redesign, and changes to course sequencing.
Plan submission date: 02/28/2019		Submitted by: Brant Davis, Program Director		

Assessment Plan



Amarillo College

Program: Mortuary Science A.A.S. (Funeral Service Education) Assessment period: 2018

Program or Department Mission:

The Mortuary Science department at Amarillo College has as its central aim recognition of the importance of funeral service personnel as (1) members of a human services profession, (2) members of the community in which they serve, (3) participants in the relationship between bereaved families and those engaged in the funeral service profession, (4) professionals knowledgeable of and compliant with federal, state and local regulatory guidelines, as well as (5) professionals sensitive to the responsibility for public health, safety and welfare in caring for human remains.

Instructional Program Outcomes & Assessment Plan

Standard 11: Program Planning and Evaluation/Assessment

This is the approved Mortuary Science Department Assessment Plan of Amarillo College that is aligned with Standard 11 of the ABFSE manual. (11.1.1)

1. The annual licensure exam (NBE) pass rate for Funeral Service Education Program will be at or above 60% for first-time test takers. As required by the ABFSE, Standard 11.6.1
2. At least 60% of the students admitted will graduate within the time frame of that stated program contract.
3. At least 80% of graduates responding to the graduate survey distributed within 6 months after graduation will indicate satisfaction with the program.
4. At least 80% of employers responding to the employer survey distributed within 6 months after graduation will indicate satisfaction with the program.
5. 80% of graduates will be employed in the field within 6 months of graduation.

ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
11.1.2.a Provisions for collecting, maintaining, and analyzing at least seven years of data	Twice each year, the program will analyze and evaluate collected program data through the use of IDS Data (internal data dashboard AC programs utilize), completed spreadsheets, hard copy data and Colleague data.	The biannual analysis and evaluation of program data will indicate complete, accurate and up-to-date data including at least 7 years of information on new enrollees, graduates, pass rates, demographics and other pertinent student information.	We have seven years of data on all students attending the Mortuary Science program, as well as ABFSE specified documents for self-study and accreditation purposes. Although we meet the benchmark, our data is difficult to access and analyze in its current hard-copy state and the process of maintaining program data must be revised.	Based on our assessment of this standard, we must update processes to leverage technology such as the Cohort Tracking Spreadsheet provided by the Executive Director of the ABFSE. Changes in methodology of collecting, storing and retrieving large amounts of student data will provide means to more easily meet this standard and access our program data.

ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
11.1.2.b Opportunities for continuous feedback by students, faculty, and other constituents	Class Climate (end-of-course) student surveys of courses/faculty, annual faculty survey, employer surveys, graduate surveys, and Advisory Committee feedback	Surveys will be conducted, reviewed and evaluated by the program faculty on a regular basis and in a timely manner. Survey and evaluation results will maintain an overall positive response from graduates and employers. Program faculty will evaluate all survey data in order to determine future revisions needed for the program.	By reviewing the evidence, this shows what areas need improvement from the data received from these methods. 19 graduates for 2018 (Spring and Fall in totality) where 10 responded to graduate survey with positive feedback for a 53% response rate. 7 out of 16 employers for 2018 (Spring and Fall in totality) responded to the satisfaction survey with positive feedback for a 44% response rate.	To meet our benchmark of 80% response rates who indicate program satisfaction, the program faculty with the assistance of institutional Effectiveness will redesign current surveys and institute a process of consistent review and discussion with advisory committee members. The feedback allows the Program Director and Faculty to make any adjustments to the classes regarding teaching style, material and/or presentation of the courses.
11.1.2.c Regularly scheduled student evaluations of courses and faculty	Use of Class Climate Student Course Evaluations	Responses to the course evaluation will maintain a response of at least 80% of responses from students being either "very well" or "exceptionally" when responding to how well faculty delivered the course content	Spring 2018 data of all courses within the Mortuary Science Program indicated that on average 89% of students reported faculty content delivery was done either "Very Well" or "Exceptionally". Fall 2018 data of all courses within the Mortuary Science Program is indicated that on average 97% of students reported faculty content delivery was done either "Very Well" or "Exceptionally".	Based on the recent survey data, we met and exceeded the benchmark of 80%. Individual comments from students were positive regarding the courses and faculty. We will continue to monitor the course evaluations from students.

11.1.2.d Regularly scheduled supervisory evaluation of faculty and program administrators	Every year the Program Director will do a Faculty Assessment on his or her Faculty. The Program Director also is reviewed by his Dean, Kim Crowley. This is all done through Cornerstone Software. Ms. Crowley is also evaluated by her supervisor, Vice President of Academic Affairs through a mid-point and annual evaluation.	Program director and full time faculty members will receive a minimum score of 3 on all areas of the faculty evaluation which is performed on an annual basis. The scale is 1-5 with 3 being meets expectations.	We ensure that the Program Director, all faculty, and the Dean are evaluated at the mid-point and annually.	We will continue to look for areas of improvement with all faculty and administrator evaluation results on an annual basis.
ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
11.1.2.e Results of annual surveys of graduates and employers to include satisfaction with instructional quality, preparation for employment, and expectations of employment (Refer to standard 11.1.2.b)	Class Climate employer surveys, graduate surveys, and Advisory Committee feedback	The program will maintain a survey response of 80% of students who respond to an online Class Climate survey responding Agree or Strongly Agree on graduate and employer evaluations.	By reviewing the evidence, this shows what areas need improvement from the data received from these methods. 19 graduates for 2018 (Spring and Fall in total) where 10 responded to graduate survey with positive feedback for a 53% response rate. 7 out of 16 employers for 2018 (Spring and Fall in total) responded to the satisfaction survey with positive feedback for a 44% response rate.	Based on the recent survey data, improvements are needed to meet the benchmark of 80%, however individual comments from students were positive regarding the courses and faculty. Future surveys will include additional questions aimed at identifying specific areas of improvement.
11.1.2.f Methods used to measure attainment of expected instructional outcomes	Program Assessment using Blackboard, rubrics (standard 3), Program Review, assessment of first-time pass rates, assessment of use of M.A.T.S., indirect assessment from student surveys of attainment of instructional outcomes. Program Assessment incorporates Blackboard, Rubrics, Program Review, Assessment of first – time pass rates, Assessment of use of M.A.T.S and indirect assessment from student surveys of attainment of instructional outcomes.	Program assessment is completed at the course level (Standard 3 Aims and Objectives included in course syllabi), and program level to include a biennial Program Review for AC's Assessment Plan. Additionally, we assess program student learning outcomes that are on the Curriculum Map that align with Standard 3 and 11 using scoring rubrics. Indirectly we measure attainment of student learning outcomes through the Class climate student evaluations of the course and	As we have undergone a program redesign in the past two years due to low pass rates and student performance, we have strengthened our curriculum and faculty development to move toward delivering a more rigorous program. We invite men and women in our industry to interact with the students, through new student orientation and Restorative Art Lab week. As instructors we have mock arrangement conferences that has the student being the funeral director and we the family. We also use collaboration sessions, one on	Program plans include continued course redesign, rubric refinement, and addition of high impact practices, increased learner engagement and additional student supports. We are continuing to review data pertaining to Assessment and out comes, so we can continually improve the Courses and Program. We

11.1.2.g Documentation of how the assessment efforts are used to improve instructional and program quality		faculty, graduate surveys and employer surveys. We employ the M.A.T.S tool to prepare students to take NBE.	one interaction with the student. Also, sessions with a success coordinator regarding the Mortuary Science Prep Exam. We can show improvement in our pass rates from 2017 to 2018 even though our 3 year pass rate average is below the ABFSE benchmark. 2017: Arts-1 out of 7 passed = 14% 2018: Arts-8 out of 15 passed = 53% 2017: Sci-1 out of 5 passed = 20% 2018: Sci-5 out of 15 passed = 33%	understand that we recognize our probation status as it relates to 3 year pass-rates. As you can see, what we have accomplished in the past 2 years has demonstrated significant improvements to our program.
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ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
11.2 If the program has been evaluated previously by ABFSE, the program must document what has been done since the last review to correct any deficiencies that may have been cited in reference to the Standards	Use of new program assessment plan based on ABFSE recommendations and including achievement of student learning outcomes. Assessment of student success on M.A.T.S. and first-time pass rates on NBE scores.	Identification of areas for improvement through the use of the new assessment format. The program will achieve a first-time pass rate on the NBE of at least 60% which meets the ABFSE minimum standard.	The process of completing the new assessment plan format allowed for identification of multiple areas for improvement. Latest pass rate data indicates a 45% pass rate on the ARTS exam for 2018 and a 33% pass rate on SCIENCES exam. This does not meet our benchmark. This is the latest 3 year average data reported from The International Conference of Funeral Service Examining Boards.	The completion of the assessment plan included multiple areas where basic outlines of potential improvement processes could be identified. The program has undergone a complete redesign of the courses and curriculum. We have integrated new course material, technology, teaching and how we delivered the course material. This has increased attainment of knowledge with our students, where they are passing the Mortuary Science classes. We are continuing to review data pertaining to Assessment and outcomes, so we can continually improve the Courses and Program.

11.3.1 Pass Rates on the National Board Examination (NBE)	Graduates of the A.A.S. program will achieve a first-time passing score on the ARTS & SCIENCE NBE.	The program will achieve a first-time pass rate on the NBE of at least 60% which meets the ABFSE minimum standard.	Latest pass rate data indicates a 45% pass rate on the ARTS exam for 2018 and a 33% pass rate on SCIENCES exam. This does not meet our benchmark. This is the latest 3 year average data reported from The International Conference of Funeral Service Examining Boards.	Amarillo College recognizes that their pass rates do not meet the minimum standards and are in the process of strengthening each course and the program as a whole. Increased course and assignment rigor and collaboration with multiple mortuary science programs to establish best practices based on other successful programs.
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ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
11.3.2 Graduation Rates	Graduation rates are based on cohorts as suggested by the ABFSE. The cohort that had completed 50% of their curriculum and began working on the 2nd half of the required curriculum at the same time within that year. Based on when that time was, the students would have 1.5 time (18 mo) to complete the program.	The criteria for success is based on the students completing in no more than 1.5 times the program length (18 mo).	During 2018, 14 graduates completed the last 50% of their curriculum within the expected 18 months and 3 students completed the last 50% of their curriculum in 30 months creating a 89.47% graduation rate.	While we met our benchmark for graduation rates, the course revisions and changes in the program currently being completed are designed to improve student graduation rates.

11.3.3 Employment Rates	The program has an online survey for graduates and their employers to help our research and gathering data for program planning and improvement. When gathering information to send out the survey instruments, the graduates are contacted to collect employer name and contact information	Within six months of graduation from the Mortuary Science program, at least 80% of graduates will be employed in the funeral industry.	In 2018, we had a total of 19 graduates, 17 of those were gainfully employed in the funeral service industry at the time of our inquiry. The job placement was 89.47% for 2018.	The program met this benchmark and will continue to strive to ensure employment within the industry for as many graduates as possible.
11.4 Programs must maintain at least a 60% three (3) year average pass rate for first-time takers of the Arts and Sciences sections of the NBE	Graduates of the A.A.S. program will achieve a first-time passing score on the ARTS & SCIENCE NBE. The program will review first time pass percentages and average the most recent three year pass rates in order to maintain a pass rate percentage of 60%.	The program will achieve a three year average first-time pass rate on the NBE of at least 60% which meets the ABFSE minimum standard.	Latest three year pass rate data indicates a 45% average pass rate on the ARTS exam. The three year pass rate data indicates a 33% average pass rate on the SCIENCES exam. This does not meet our benchmark. This is the latest 3 year average data reported from The International Conference of Funeral Service Examining Boards.	Amarillo College recognizes that their pass rates do not meet the minimum standards and are in the process of strengthening each course and the program as a whole. Increased course and assignment rigor and collaboration with multiple mortuary science programs to establish best practices based on other successful programs.

ABFSE Standard	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
11.5.1 Programs must include statements on their website and in the institution's catalog regarding NBE pass rates, graduation rates and employment rates detailing location to receive printed copies.	This information is maintained in the AC catalog: http://catalog.actx.edu and the Mortuary Science webpage: https://www.actx.edu/mortuary/	Yearly maintenance of catalog and website publications.	Refer to website locations.	100% completion.

11.6 Programs must maintain at least a 60% annual graduation rate for each calendar year	Graduation rates are based on cohorts as suggested by the ABFSE. The cohort that had completed 50% of their curriculum and began working on the 2nd half of the required curriculum at the same time within that year. Based on when that time was, the students would have 1.5 time (18 mo) to complete the program.	The criteria for success is based on the students completing in no more than 1.5 times the program length (18 mo).	During 2018, 14 graduates completed the last 50% of their curriculum within the expected 18 months and 3 students completed the last 50% of their curriculum in 30 months creating a 89.47% graduation rate.	While we met our benchmark for graduation rates, the course revisions and changes in the program currently being completed are designed to improve student graduation rates.
11.7 Programs must maintain at least a 60% annual employment rate for each calendar year	The program has an online survey for graduates and their employers to help our research and gathering data for program planning and improvement. When gathering information to send out the survey instruments, the graduates are contacted to collect employer name and contact information	Within six months of graduation from the Mortuary Science program, at least 80% of graduates will be employed in the funeral industry.	In 2018, we had a total of 19 graduates, 17 of those were gainfully employed in the funeral service industry at the time of our inquiry. The job placement was 89.47% for 2018.	The program met this benchmark and will continue to strive to ensure employment within the industry for as many graduates as possible.
Plan submission date: 02/28/2019			Submitted by: Brant Davis, Program Director	



Amarillo College

Amarillo College Program Review

Academic Year:	2018-19	Brief description of the program (e.g., degree and embedded certificates, number of hours to complete): Our program enables students to become license Funeral Directors and Embalmers in Amarillo and the surrounding area, as well as across the country. We are an online program with labs that the Students must attend in the Fall and Spring of each year. Our certificate degree is a non-accredited degree with a total of 32 semester hours. This degree allows the student to become license Funeral Director. The job description encompasses working with families to arrange a funeral, but not limited to other areas within a working Funeral Home. The only task they cannot perform is Embalming a body, because they do not have an Embalmers License to legally perform this task. Our Associates degree is an accredited degree with a total of 60 hours. This degree allows the student to become a license Funeral Director and a license Embalmer. The job description encompasses the same duties as the Certificate degree, as well as, being able to embalm a dead human body.
Program:	Health Sciences	
Division:	Mortuary Science	
Dean:	Kim Crowley	
Department Chair:	Brant E. Davis	
Accreditation Agency, Status, and Date of Last Review (if applicable): Our accrediting body: American Board of Funeral Service Education (ABFSE). Our status at this time is: Show Cause April 2020 Last review: March 2017		

Key Performance Indicators are: Completion, Equity, Growth, Labor Market Demand and Retention

Definitions for pgs. 2 - 6 - PROGRAM STATISTICS:

Performance Indicator: Attach data report from the IDS dashboard and/or include a copy of the graph for the criteria shown. A performance indicator is a metric for measuring success.

Trend Analysis: Description of the increase/decrease of your results/outcome.

Future Target/Benchmarks w/Action Plan: Description of your action plan for continuous improvement of the metric.

Program Statistics

Performance Indicator: GROWTH (Number of Majors)	Trend Analysis (Increase/Decrease?)	Future Target/Benchmarks with Action Plan for Improvement
<p>Number of majors in 2015 = 72</p> <p>Number of majors in 2016 = 77</p> <p>Number of majors in 2017 = 117</p> <p>Source: Amarillo College IDS Dashboard</p>	<p>The analysis shows that we had a 35% increase from 2016 to 2017. This is due to a number of factors, such as age of our student, affordability of the program, as well as, the online format of our program.</p>	<p>Our goal is to continue to improve all areas and aspects of our program. This starts with being more selective on who is accepted into the program, as well as, more rigorous, so our board scores will continue to improve.</p>
Performance Indicator: GROWTH (Credit Hours)	Trend Analysis (Increase/Decrease?)	Future Target/Benchmarks with Action Plan for Improvement
<p>Number of credit hours in 2015 = 1179</p> <p>Number of credit hours in 2016 = 1332</p> <p>Number of credit hours in 2017 = 1626</p> <p>Source: Amarillo College IDS Dashboard</p>	<p>The increased number of credit hours, since 2015 can be attributed to the increased number of students in our program.</p>	<p>As a program we want to maintain the 60 credit hours to ensure success for our students, which is in accordance with our accrediting body requirement.</p>

Program Statistics

Performance Indicator: COMPLETION/COURSE SUCCESS (ABC Rates of Discipline-Specific Courses in Your Program)	Trend Analysis (Increase/Decrease?)	Future Target/Benchmarks with Action Plan for Improvement
2015 Successful 371 87.91 2015 Unsuccessful 51 12.09 2016 Successful 385 87.5 2016 Unsuccessful 55 12.09 2017 Successful 413 77.92 2017 Unsuccessful 117 22.08	Decrease	<p>We continue to make more improvements each semester. One of the improvements that we are implementing for this semester is to make the step from graduation to taking the board exam more rigorous. The student will have to first take the practice test from The Conference (they are the ones that administer the test). After they take the test then they have to give proof to the instructors in the Mortuary Science Program. Then the student has to take the M.A.T.S test making a 100 10 times in a row. Again the student has to send proof that they have completed the task. After this the program director can send their name to The Conference to take the test for licensing.</p>
Source: Amarillo College IDS Dashboard		

Performance Indicator: RETENTION (PERSISTENCE Rates of FA to FA and FA to SP)	Trend Analysis (Increase/Decrease?)	Future Target/Benchmarks with Action Plan for Improvement
2015 No 20 43.48 2015 Yes 26 56.52 2016 No 16 41.03 2016 Yes 23 58.97	Increase	In regard to improvements we have been implementing Blackboard Collaboration, study

2017 No 21 27.27
2017 Yes 56 72.27

Source: Amarillo College IDS Dashboard

Performance Indicator: COMPLETION
(Number of Graduates Compared to # of Majors)

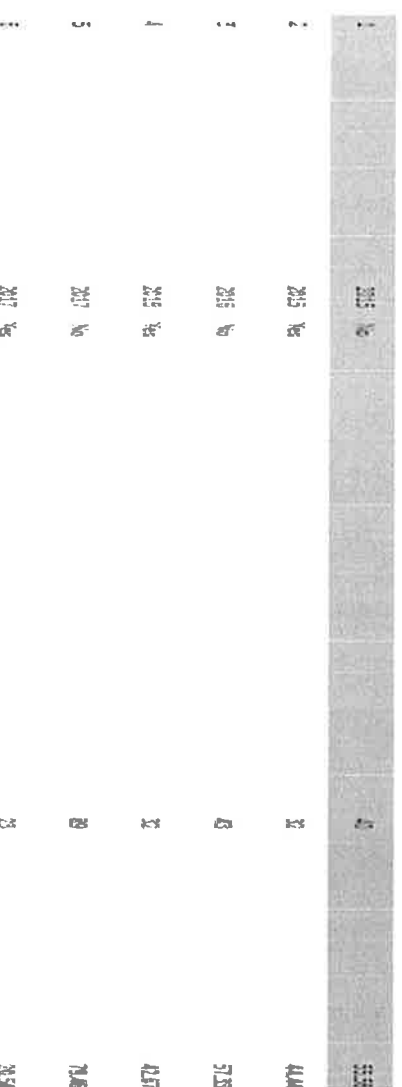
Trend Analysis
(Increase/Decrease?)

guide reviews regarding Midterms and Finals. We also have been creating instructional videos in our MRTS 1342.

Future
Target/Benchmarks with
Action Plan for
Improvement

Decrease

In reviewing our exit courses we will be making them more rigorous with additional benchmarks as the students complete and move on to the next section. By this the student has to pass one section before they can move to the next section for completion of the course.



Source: Amarillo College IDS Dashboard

Performance Indicator: COMPLETION

Trend Analysis

Future Target/Benchmarks with

(Transfer Rates-Applicable to only AA, AAT, AS)		(Increase/Decrease?)	Action Plan for Improvement
NA		NA	NA
Source: Amarillo College IDS Dashboard			

Program Statistics

Performance Indicator: LABOR MARKET DEMAND (Enrollees vs. Local Labor Demand)	Trend Analysis (Increase/Decrease?)	Future Target/Benchmarks with Action Plan for Improvement
Growth 6, Replace 38, Total 44 and Students 89	Increase	Our statistics show that we have more students than is needed in the Panhandle. Since we are an online program, the increase in numbers is due to the fact that we have students from all over the US.

Source: Amarillo College IDS Dashboard

Performance Indicator: LABOR MARKET DEMAND (Licensure Exam Pass Rate-if applicable)	Trend Analysis (Increase/Decrease?)	Future Target/Benchmarks with Action Plan for Improvement
2017 NBE Pass Rates: Arts: 7 Students took; 1 Passed 14% Sciences: 5 Students took; 1 Passed 20%	Increase	The continuing assessment and improvements of the course redesign, collaboration, study reviews and one on one interaction are all contributors to the success of the pass rates, students and the program.
Source:		

Please demonstrate where your program has contributed to AC's Strategic Plan Institutional Goal of Equity. (Examples: Communities Showcase annual event or Women in Industry or Men in Healthcare Careers.)

Performance Indicator: EQUITY		

Assessment Summary

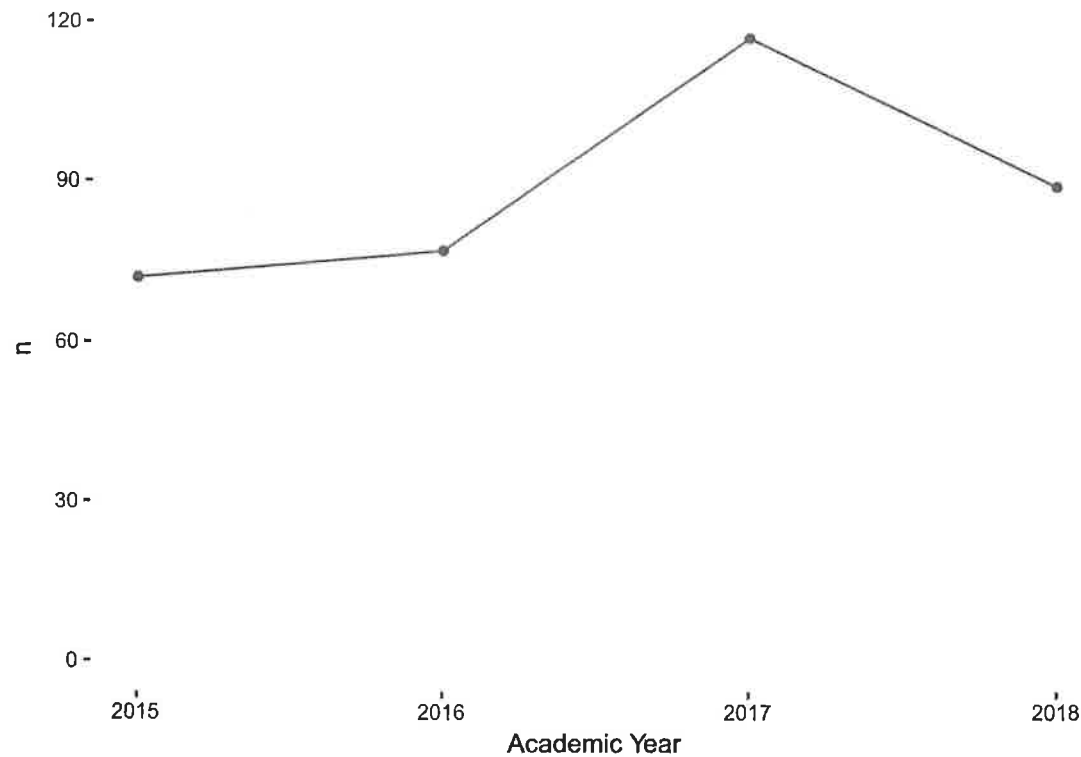
Based on the information that you provided in this form and your analysis of the overall health of your program(s), please provide a summary of your program(s): (1) strengths, (2) weaknesses, (3) opportunities, and (4) challenges.

Strengths (a.k.a. Badger Bragging)	Weaknesses
<p>We have already updated the majority of our courses and it was evident in our NBE pass rate just this past year, as they were up from last year.</p> <p>We developed a comprehensive assessment plan that will help us to continue to evaluate and improve not only the content of our courses, but also our student's success.</p>	<p>At this point our pass rate is our biggest weakness and greatest challenge.</p> <p>Our exit courses have been in a need for an update that we will be working on this summer.</p>
Opportunities	Challenges
<p>Since we are an online program we are able to have a broader base for more students, not only in the Panhandle area, but across the US.</p>	<p>The challenges for our program is the fact that we are online. Since we do not have traditional one on one in classroom it makes it hard for consistent face to face interaction.</p> <p>One of our greatest challenges is that we have students that have been out of the program for 12 months or more who try to take their National Board Exams without taking a refresher course, because of this fact our pass rates are below our accrediting body requirements, which we are working on improving.</p>

Program Review

Majors

- Department: YMS00
- Program(s): All

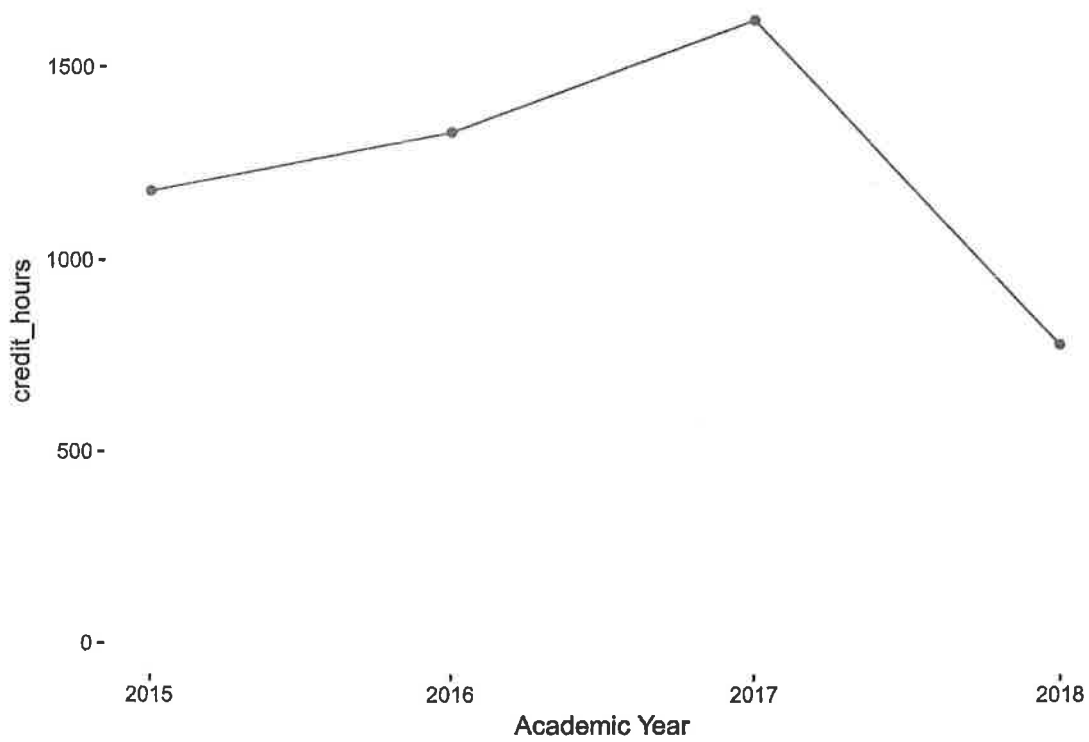


acadyear	n
2015	72
2016	77
2017	117
2018	89

Program Review

Credit Hours

- Department: YMS00
- Course(s): All

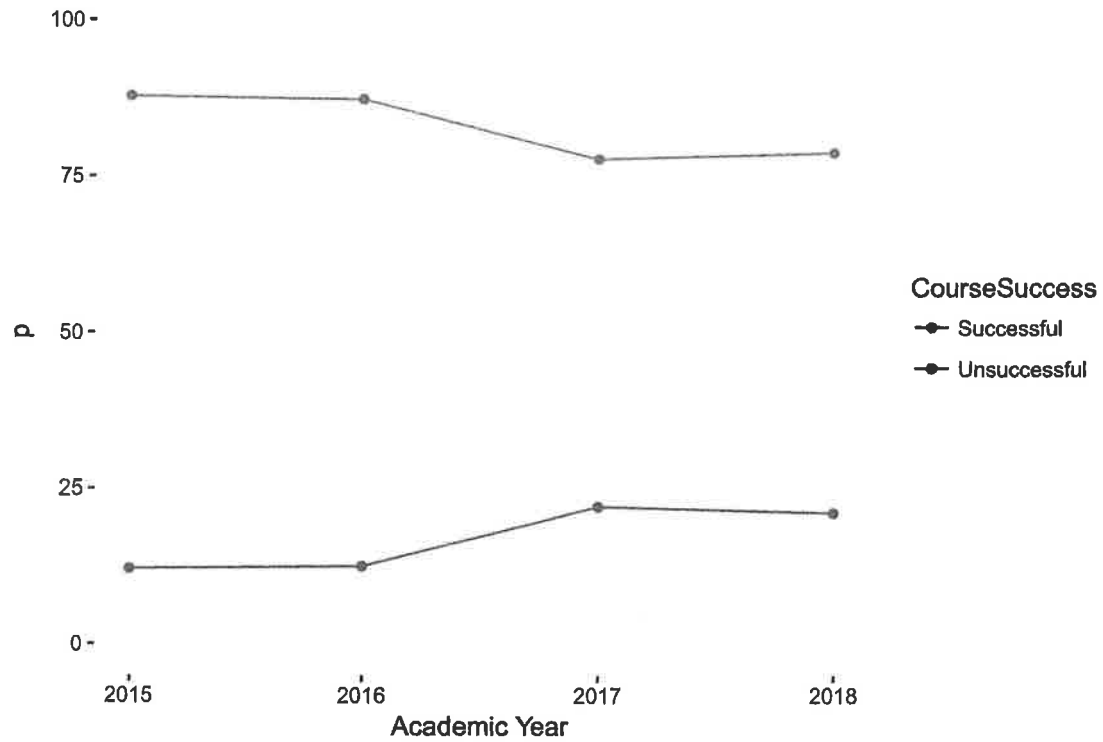


acadyear	credit_hours
2015	1179
2016	1332
2017	1626
2018	780

Program Review

Course Success

- Department: YMS00
- Course(s): All

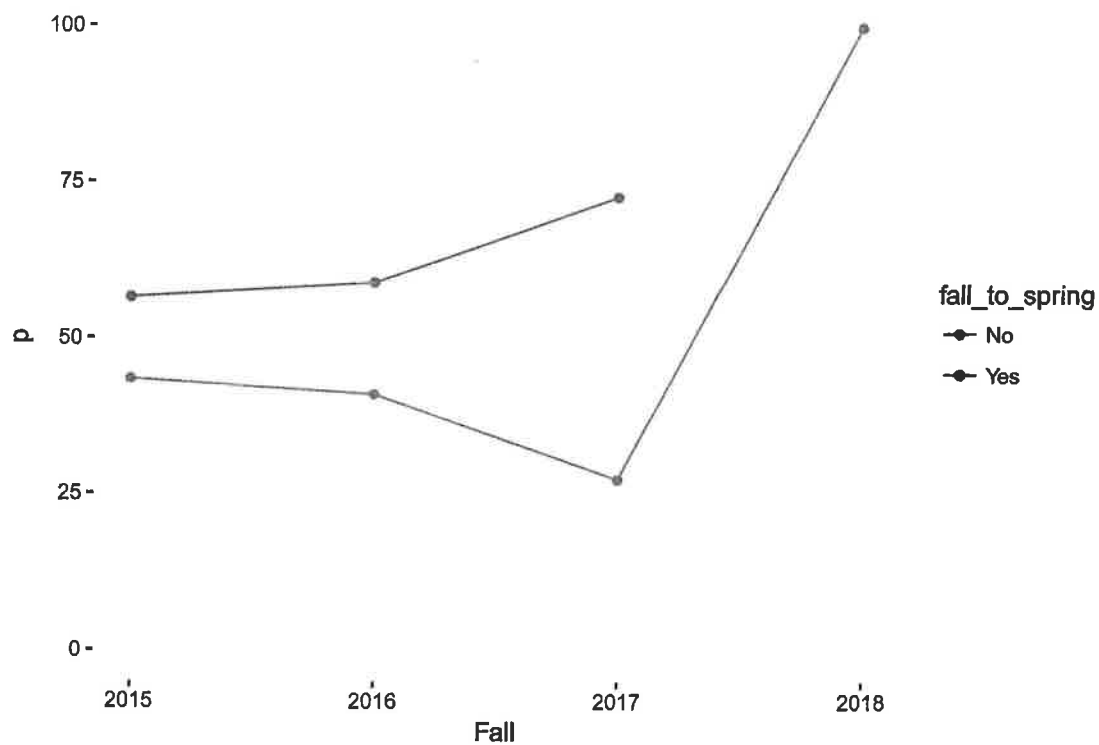


acadyear	CourseSuccess	n	p
2015	Successful	371	87.91
2015	Unsuccessful	51	12.09
2016	Successful	385	87.50
2016	Unsuccessful	55	12.50
2017	Successful	413	77.92
2017	Unsuccessful	117	22.08
2018	Successful	210	78.95
2018	Unsuccessful	56	21.05

Program Review

Persistence

- Department: YMS00
- Period: Fall-to-Spring

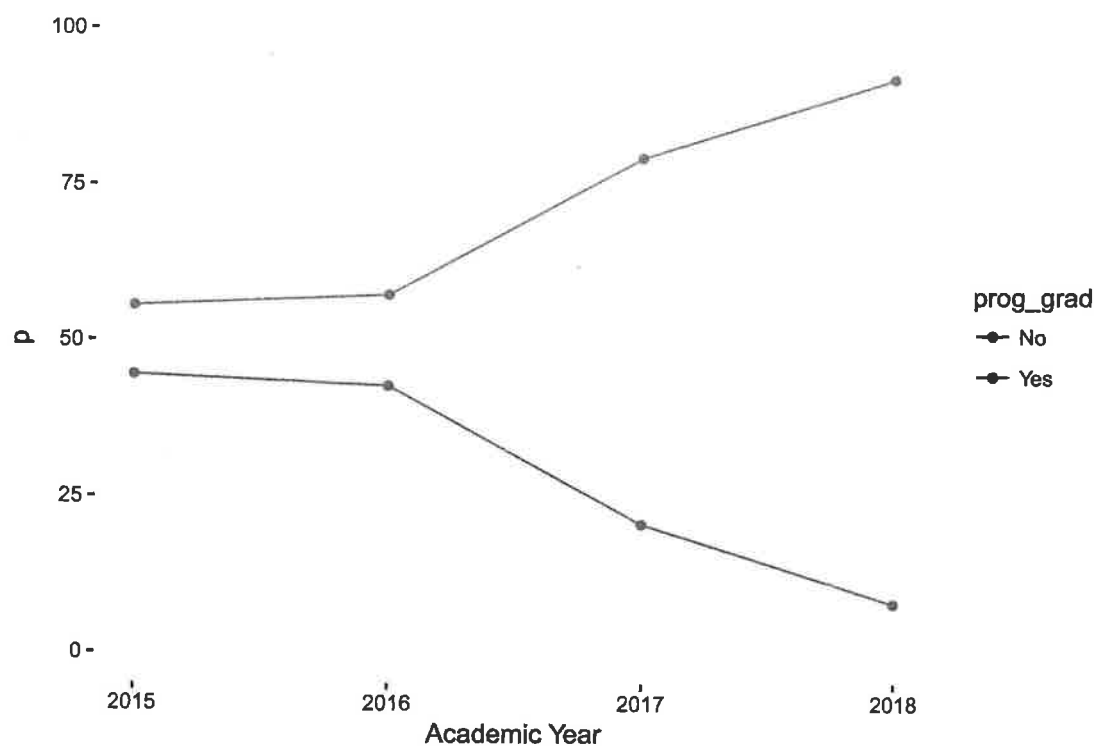


fall	fall_to_spring	n	p
2015	No	20	43.48
2015	Yes	26	56.52
2016	No	16	41.03
2016	Yes	23	58.97
2017	No	21	27.27
2017	Yes	56	72.73
2018	No	89	100.00

Program Review

Graduates

- Department: YMS00

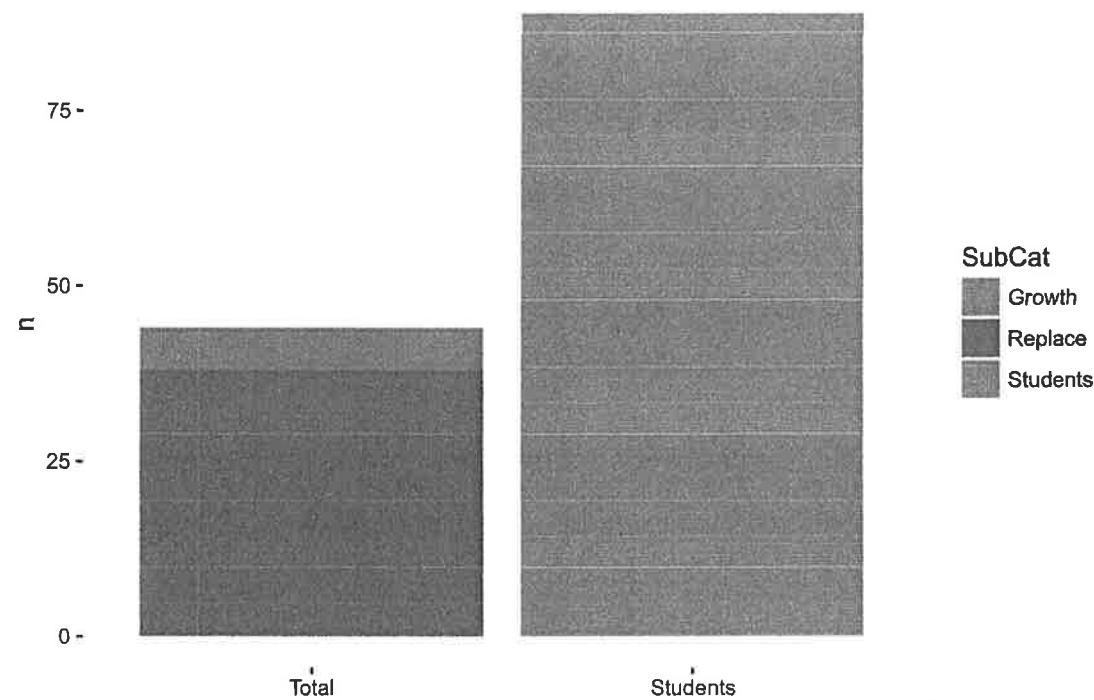


acadyear	prog_grad	n	p
2015	No	40	55.56
2015	Yes	32	44.44
2016	No	43	57.33
2016	Yes	32	42.67
2017	No	89	79.46
2017	Yes	23	20.54
2018	No	82	92.13
2018	Yes	7	7.87

Program Review

Labor Market Projections 2019 to 2022

- Department: YMS00



title	growth	replace	total	students
Mortuary Science	6	38	44	89