

Funeral Service Student Handbook & Distance Learning Guidelines



2500 South Main
P. O. Box 140
Hope, AR 71802-0140
UAHT Campus Main Telephone Number: 870-777-5722

The Funeral Service degree program at University of Arkansas Hope-Texarkana is accredited by the American Board of Funeral Service Education (ABFSE), 992 Mantua Pike, Suite 108, Woodbury Heights, NJ 08097 (816) 233-3747. Web: www.abfse.org

The UAHT catalog and applications are available on-line at www.uaht.edu.

The UA Hope-Texarkana Funeral Service program follows ethical practice in all student matters to include advertisement, recruitment, admissions, student and program requirements in the on-campus and distance learning programs.

Admissions	5
Transfer Requirements	6
Grading Policy	6
Academic Honesty Policy	7
Withdraw, Dismissal, Readmission	7
Harassment and Title IX Policy	8
Immunizations and Physical Requirements	8
Pregnancy and Embalming	9
National Board Examination	9
Attendance Policy	9
Conduct-related Policies	10
Use of Cell Phone and Electronic Devices	11
Technology Requirements	12
Social Media Policy	12
Hygiene and Dress	13
Conduct-related Program Dismissal	13
Complaints and Student Appeals Procedures	14
Orientation	15
Clinical Policies and Procedures	15
Blackboard, Online Courses, and Email	17
ADA and Campus Support Services	19
Employment Services	19
Advising and Tutoring	19
FERPA and Arkansas Course Transfer System	20
Degree Plans	20
State Licensing Requirements	23
Tuition and Estimated Costs	24
Financial Aid	24
Distance Learning Clinical and On-Campus Requirements	26
Distance Learning Technology and Internet Requirements	26
Distance Learning Technical Assistance	28
Distance Learning Attendance and Participation	28
Distance Learning Advising and Exams	29

The University of Arkansas Hope-Texarkana (UAHT) is accredited by the Commission on Institutions of Higher Education of the North Central Association of Colleges and Schools. The Association of Applied Science in Funeral Service is accredited by the American Board of Funeral Service Education. The A.A.S. in Funeral Service Education Distance Learning is pending final accreditation from the American Board of Funeral Service Education. We are an affirmative action, equal opportunity institution.

The University of Arkansas Hope-Texarkana offers an Associate of Applied Science in Funeral Service Education and Funeral Director Technical Certificate. Enrollment to the program is subject to specific program admission requirements in addition to college admission requirements. Details of these requirements are enclosed. The University of Arkansas Hope-Texarkana entered into a partnership with National Park College in Hot Springs to offer the Associate of Applied Science in Funeral Service Education through CIV beginning with the fall Semester of 2010.

UAHT provides the education requirements for licensure as a funeral director and embalmer in various states. However, these requirements vary from state to state. It is very important that each prospective student contact the State Board of Funeral Service and Embalming for the state in which they wish to practice in order to obtain up-to-date specific requirements for licensure in that state. See the attached outline for area state requirements.

PROGRAM INFORMATION - University of Arkansas

Year	Total enrolled	# of New Students	# of Grads	Timely Grad*	Graduation rate	Did not finish**	Overall % Employed	Employed in FS
2019	49	14	5	5/5	56%	4	100%	100%
2018	46	9	4	4/4	31%	2	100%	100%
2017	40	9	12	7/12	88%	5	83%	83%

* Timely graduation = complete program in 1½ times designated program length.

** Graduation rate reflects cohort graduation rate (% of students from original cohort completing in the designated year)

*** Left before completing the program; did not finish.

NATIONAL BOARD STATISTICS - University of Arkansas

3 year Average	# Pass Arts	% Pass Sciences
2017 - 2019	65%	75%
2016 - 2018	73%	86%
2015 - 2017	76%	75%
Most recent	# Takers	# Passed
2019 Arts	5	3
2019 Sciences	5	3

NATIONAL BOARD STATISTICS – University of Arkansas

National Board Examination pass rates, graduation rates, and employment rates for this and other ABFSE accredited programs are available at www.abfse.org and on the UAHT Funeral Service Program website.

Program Learning Outcomes:

- Explain the importance of funeral service professionals in developing relationships with the families and communities they serve.
- Identify standards of ethical conduct in funeral service practice.
- Interpret how federal, state, and local laws apply to funeral service in order to ensure compliance.
- Apply principles of public health and safety in the handling and preparation of human remains.
- Demonstrate technical skills in embalming and restorative art that are necessary for the preparation and handling of human remains.
- Demonstrate skills required for conducting arrangement conferences, visitations, services, and ceremonies.
- Describe the requirements and procedures for burial, cremation, and other accepted forms of final disposition of human remains.
- Describe methods to address the grief-related needs of the bereaved.
- Explain management skills associated with operating a funeral establishment.
- Demonstrate verbal and written communication skills and research skills needed for funeral service practice.

UAHT Funeral Service program assesses the achievement of the Learning Outcomes both in courses and in measurements such as licensing exam pass rates and graduation and employment rates.

An online application, a copy of the program requirements, a copy of the funeral service program curriculum, state licensing requirements and estimated costs are included in this handbook. [Online Application to the Funeral Service Program](#)

Any questions or for additional information, please feel free to contact any of the following:

- Brad Sheppard, Funeral Service Program Director 870-722-8523; brad.sheppard@uaht.edu
- Karen Davis, Dean Science and Health Professions, Funeral Service Faculty 870-722-8206; karen.davis@uaht.edu

Students interested in taking classes at National Park College in Hot Springs MUST contact one of the individuals listed above and Janice Ivers at National Park College janice.ivers@np.edu

Purpose

This handbook was prepared for students applying for admission to the UAHT Funeral Service Program and for students accepted into the Funeral Service Program. The purpose of this handbook is to set forth operating policies and procedures affecting students, faculty, and staff within the Funeral Service Program. This handbook is a supplement to UAHT's [Catalog](#). UAHT student policies must be reviewed by each student prior to the start of the Funeral Service Program. This handbook is provided to students in electronic form. A print copy will be available upon request.

Admissions

The following will be required for acceptance into the funeral service program:

- 1) [UAHT application for admission](#)
- 2) [Funeral Service Program Application](#)
- 3) Official copy of high school transcript or GED or
- 4) Official copy of college transcript—if applicable
- 5) Official high school transcript, GED or college transcript **MUST** be mailed (to UAHT) directly from the institution from which the credits were received. A copy of the transcript delivered by the student in an unopened envelope is not sufficient to meet this requirement
- 6) Completion of all prerequisite coursework by the end of the summer semester before admission to the program
- 7) Prerequisite course must be taken at an accredited college or university
- 8) A grade of “C” or higher on all general education/prerequisite courses

A student may not be allowed to progress to any FSED funeral service “core” course until the first and second semester courses of the program are satisfactorily completed. The program only admits students in the fall semester for the core courses. The following are considered “core” courses:

Fall Core Courses

FSED 2223	Business & Funeral Law
FSED 1001	Funeral Service Orientation & Ethics
FSED 1033	Funeral Directing
FSED 1002	History of Funeral Service
FSED 1103	Embalming I
FSED 1181	Clinical I
FSED 1313	Funeral Merchandising & Management
FSED 2103	Funeral Psychology/Sociology

Spring Core Courses

FSED 1203	Embalming II
FSED 1191	Clinical II
FSED 1014	Restorative Art
FSED 2213	Microbiology/Pathology
FSED 2203	Comprehensive Review

FSED 1003 Funeral Service Chemistry and FSED 1013 Funeral Service Anatomy are not considered “core” courses.

The core courses cannot be spread out over more than 2 semesters as listed in the curriculum

outline. A student must enroll in all core courses or no core courses. A student will not be allowed to take core courses on a part-time schedule.

Admission to the College does not guarantee enrollment into the Funeral Service Education courses. It is the responsibility of the applicant to make sure that the requirements, as stated above, are satisfied and documentation is received in both the registrar and the funeral service education offices.

Registration

It is the responsibility of the student to timely register for courses according to his/her degree plan. Students should contact their advisor to register for classes and review program progression.

Transfer Requirements

1. Any course(s) with a prefix of FSED (or its equivalent) must have been taken within the past one (1) year to be accepted for transfer.
2. A grade of “C” or higher is required for transfer courses.
3. The course for transfer must be comparable to the course required for the funeral service program. (The name of the course can be different, but the course description must be similar to that of the course for transfer)
4. Courses that do not meet the above requirements must be retaken.
5. Transferees from another funeral service program must not be on academic probation or suspension at that institution.

Graduation Requirements

1. Complete all course requirements specified in the program. Transfer students must complete the last 15 hours of work at UAHT or have completed at least 25% of the course requirements at UAHT.
2. Have a cumulative grade point average of 2.0 or above on all work completed including transfer work. A minimum grade of “C” is required in each course.
3. Each student must successfully complete a Funeral Directing and Embalming Clinical before or during the last fall and spring of enrollment. Technical Competency must be verified by a qualified UAHT faculty member prior to graduation for each student.
4. Obtain and submit a completed graduate application to the Registrar’s Office. The Registrar will review the application to determine if graduation criteria have been met.
5. Fulfill all financial obligations to the College.

Grading Policy

A student must maintain a grade of “C” or higher in each Funeral Service program core course for continued enrollment and satisfactory completion. A grade of “D” or lower will require the student to retake the course.

The following grading scale will be used:

A = 100-92%

B	=	91-82%
C	=	81-75%
D	=	74-70%
F	=	69 – below

The Comprehensive Review course may have an alternative grading scale.

An incomplete “I” grade is assigned if, due to personal illness or other emergencies, a student is unable to complete required coursework by the end of the semester. It is the student’s responsibility to contact the instructor, complete the incomplete Grade Completion Contract, arrange a method of completing course requirements, and provide proper documentation as to the reason for the request. Students receiving an incomplete “I” have no longer than the midpoint of the following regular semester to complete any make- up work. If the work has not been completed by the date indicated on the Incomplete Grade Completion Contract, the “I” becomes an “F,” and the student must re-enroll in and successfully complete the entire course in order to receive credit. Incompletes are intended only for emergency reasons and extenuating circumstances which occur at the end of the semester.

Academic Honesty Policy

Students are expected to conduct themselves as responsible members of the college community and to assume responsibility for their actions. Any form of cheating (including plagiarism) on any assignment or test will result in a grade of “F” for that assignment or test. Plagiarism is defined in The American College Dictionary as follows: “1. Copying or imitating the language, ideas, and thoughts of another and passing off the same as one’s original work. 2. Something appropriated and put forth in this manner.”

Time Limitations

The core courses cannot be spread out over more than 2 semesters as listed in the curriculum outline. A student must enroll in all core courses or no core courses. A student will not be allowed to take core courses on a part-time schedule. Exceptions are at the discretion of the program director.

Withdrawal/Dismissal

A minimum cumulative grade point average of 2.0 is expected at the end of each semester to remain in funeral service education courses. A grade of “C” or higher is required in any course with an FSED prefix or the course must be repeated. A student who receives a final grade of less than “C” in any Funeral Service core course during the program or who withdraws from a course cannot progress and will be suspended from the program.

While students may be dismissed from the Funeral Service program, they are not necessarily dismissed from UAHT and are assisted with identifying another major. In special cases, a student may be readmitted.

Readmission

Students who seek readmission to the Funeral Service program and are in good standing with the

program may be granted admission into the next program if readmission is sought the following program year. Students may be granted credit for previous classes completed successfully. Students waiting more than one year to return may not be granted credit for classes taken and may have to compete with other students for readmission into that year's program.

Policy for Discrimination, Harassment, Retaliation, and Sexual Misconduct Complaints (Title IX Policy)

The University of Arkansas Hope-Texarkana is committed to providing an environment that emphasizes the dignity and worth of every member of its community and that is free from harassment and discrimination based upon race, color, religion, national origin, service in the uniformed services (as defined in state and federal law), veteran status, sex, gender identity, sexual orientation, age, pregnancy, physical or mental disability or genetic information. Such an environment is necessary to a healthy learning, working and living atmosphere. Accordingly, all acts of discrimination, harassment, retaliation and sexual misconduct are prohibited.

Title IX protects the UAHT community from sexual discrimination, harassment and misconduct in a school's education programs and activities. Title IX protects the UAHT community in connection with all academic, educational, extracurricular, athletic and other College programs, whether those programs take place on UAHT property, in UAHT transportation, at a class or training program sponsored by UAHT at another location or elsewhere. The complete UAHT Policy for Discrimination, Harassment, Retaliation and Sexual Misconduct Complaints is available on the College website. All Complaints or any concerns about conduct that may violate this Policy should be submitted to the Vice Chancellor for Student Services who serves as the Title IX Coordinator.

Immunizations

Every student enrolled in Clinical I and Clinical II must sign a statement for the Hepatitis B Vaccine before being allowed to participate in the clinical process. The student may sign to decline the vaccination and release UAHT and the clinical site of liability of an incident. However, the student must understand that the Hepatitis B Vaccine is mandatory at some clinical sites. If the student wishes to decline, the student may have to choose another clinical site. If the student signs that he/she has received or will receive the vaccine, the student must furnish written documentation of the administration of the vaccine. This must be done for the initial injection, second injection one month later, and the last injection four months from the initial injection. All injections must be documented.

Minimum Physical Requirements for the Program

Each student must be physically fit and able to perform the basic tasks of embalming, with or without the use of auxiliary aids. For example, students must be able to perform disinfection, identifying arteries and veins, chemical selection and usage, suturing, restorative art, the ability

to wear personal protective gear, and other tasks.

Students must be able, with or without the use of auxiliary aids, to understand and process information received from other persons and to effectively communicate, in a cogent manner, information to third parties, make decisions, interpret data, and problem solving abilities.

The Dean of Student Services serves as the UAHT ADA director. Students requesting services should first contact the Director of Testing and Disability Services. More information may be found in the 2020 – 2021 [College Catalog](#), page 58.

Pregnancy and Embalming

There has been an increasing amount of research suggesting that formaldehyde exposure is of particular concern during pregnancy because of perinatal risk to the exposed fetus. If a student becomes pregnant prior to, or while participating in the Embalming Clinical, they have the option to continue in the program, or make arrangements to take the Clinical Embalming course at a later date. More information about reproductive health and formaldehyde may be found on the [CDC's website](#). Students should discuss risks with their healthcare provider.

National Board Examination

At the completion of the coursework for the Associate of Applied Science in Funeral Service Education, each student is encouraged to take the National Board Examination administered by the International Conference of Funeral Service Examining Boards, Inc. The ICFSEB has a comprehensive explanation of exam rules and procedures contained in the [NBE Candidate Handbook](#). The Comprehensive Review Course is designed to prepare students for the National Board Exam. Comprehensive Review is not accepted for transfer from another funeral service education institution.

Attendance Policy

Students are expected to attend all classes regularly and punctually. Only absences for college-sponsored events are universally excused. Students must inform their instructors of such absences prior to the absence. It is the student's responsibility to know and comply with the college attendance policy and to contact the instructor to make up missed work.

Prior to the official drop date, when students exceed the maximum allowable absences, the instructor may drop the student from the course. After the official drop date, it is up to the instructor's discretion. *Instructors *may* adjust in the case of extenuating circumstances.

Fall and Spring Semesters

- | | |
|---|------------|
| a. Classes which meet 3 or more times a week: | 4 absences |
| b. Classes which meet 2 times a week: | 3 absences |
| c. Classes which meet once a week : | 2 absences |

Summer and Mini-mester classes 2 absences

The student is required to not only have regular class attendance, but also to be punctual. Therefore, 2 tardies equal 1 absence.

***Distance learning students should refer to the distance learning student guidelines.**

Conduct-Related Policies

Student Conduct

The student must keep in mind that he/she is representing the University of Arkansas Hope-Texarkana Funeral Service Department as well as themselves. The same rules of Student

Conduct apply at the clinical site as on campus. The College expects students to conduct themselves as responsible members of the college community. Students are expected to assume responsibility for their actions, to respect the rights of others, to conform to the ordinary rules of good conduct, to protect private and public property, and to make effective use of their time in pursuing an education.

The preceptor of the student is to contact the Funeral Service Program Director regarding any misconduct at the clinical site. The Program Director will then notify the Vice Chancellor for Student Services regarding the misconduct.

The Vice Chancellor for Student Services will process all matters pertaining to student misconduct. Misconduct will lead to disciplinary action taken against the student. This action may include dismissal from the clinical site and college.

Misconduct includes but is not limited to the following:

1. Misuse of identification cards, furnishing false information to the College, or misuse of college funds.
2. Obstruction or disruption of any college activity-academic, social, clinical, or administrative.
3. Threats, physical harm, or verbal abuse of any person on college property, at the clinical site, or at college sponsored functions.
4. Theft or damage of any property belonging to the college, its personnel, its students, the clinical site firm or employees, or its guests.
5. Violations of rules governing college facilities.
6. Disorderly conduct or lewd, indecent, or obscene conduct or expression on college property, at the clinical site, or at college sponsored functions.
7. Use, possession, sale, or distribution of illegal narcotics, drugs, or stimulants.
8. Drunkenness, use, possession, sale or distribution of alcoholic beverages on college property, whether leased or owned, at off-campus clinical sites, and on the specified premises of college sponsored off-campus functions.
9. Unauthorized possession or use of explosives or firearms on campus, at the clinical site, or specified premises of college sponsored off-campus functions.
10. Failure to comply with the directions of college officials, including clinical site preceptors, acting in the performance of their duties.
11. Parking and traffic violations.
12. Cheating on tests or assigned course work.
13. Falsification of any clinical documents.

Class Atmosphere

An atmosphere of mutual respect and a desire to learn is important for student success and satisfaction. All students at UAHT have the right to a calm, productive and stimulating learning environment. In turn, instructors have a responsibility to nurture and maintain such an environment.

The disruptive student will be confronted in a timely manner to reinforce learning environment expectations. If the disruption warrants, due to its seriousness or persistence, the instructor will involve appropriate administrative personnel. Specific differences of opinion should be discussed

directly between student(s) and/or instructors on an individual basis, outside of class time. Such discussions will not be allowed to disrupt class time.

Freedom of Speech

Provided that student comments are related to the subject being discussed in class, provided that comments are voiced thoughtfully, and provided that students allow other students to talk in class without talking over them, then free speech is a desirable and necessary part of a college class.

Personal attacks, off-subject comments, and excessively loud or aggressive tones tend to disrupt the class, and may lead to student dismissal from class, and if repeated, may lead to dismissal from the program.

Some students may desire to post personal information on websites, social media, or blogs. UAHT values student creativity and encourages them to do these activities. However, no student shall post information associated with the funeral service program or UAHT without express permission from the college.

Use of Cell Phones and Electronic Devices

-
- ALL cell phones must be turned off while students are in class. All other electronic devices should be turned off and stowed unless the faculty member leading the class specifically permits the devices.
 - Faculty members may consent to student use of electronic devices for academic purposes related to the class. For example, in many cases, faculty members may permit the use of tablets or laptop computers if students are using the computers to take notes or for purposes related to the class. Students should check with their instructors about permissible devices in class.
 - Faculty members have the right to instruct students to turn off laptops and other devices, and to stow those devices in secure places, in any class.
 - Students who fail to follow the directions of a faculty member in class may incur disciplinary action up to and including suspension and dismissal.
 - During tests and exam periods, all cell phones and other electronic devices must be turned off and kept in a secure location away from the student's immediate view unless the faculty member has given permission for use of a device during a test or exam. Students who violate this rule may be asked to leave the exam room, and may not be allowed to complete the exam, thus incurring a failing grade for the course. Students may also be liable for additional disciplinary sanctions under this policy.
 - Any student who participates in any act of academic dishonesty may incur the full disciplinary sanctions of the Academic Honesty Policy. This includes students who participate in the improper sharing of information about tests via electronic devices, e.g., text messaging exam questions or answers, emailing information about makeup exams, sending voicemail messages about exams or tests, or any similar use of technology to engage in academic dishonesty.

Recording Policy

It is expected that faculty, students, and staff will respect the privacy of other individuals in the clinical and educational setting. Consequently, the secret recording (audio or video) of classes,

meetings or other conversations, including telephone calls, is prohibited, as not compatible with the law or the promotion of an open exchange of ideas. Recordings may serve many legitimate academic and workplace purposes. However, the program does not condone recording of any College activities when participants are unaware that such recordings are being made. In order to promote an environment of trust and collegiality, recordings may be made only with the prior consent of the parties involved. Covert/secret recording of any in-person or telephone conversation or meeting occurring at the workplace, including any classroom or other educational setting, or conversations or meetings offsite that deal with workplace or educational matters is prohibited. It is also a violation of this policy to download recorded conversations to a computer, upload them to the internet, or otherwise share, transmit or publish such recordings without the prior written consent of all participants (unless the instructor has agreed in writing to such action and the recording is a recording of the instructor's class). Failure to comply with this policy may result in disciplinary action.

Technology Requirements

All students are required to have a desktop or laptop computer with a microphone and/or webcam capable of operating Blackboard. Students are required to have the Microsoft Office suite (PowerPoint and Word). [Office 365](#) is available to UAHT students. Accommodations may be made for students unable to meet this requirement. **Distance learning students should refer to the Distance Learning Technology Guidelines.**

Social Media Policy

Online can mean forever. Remember that what you post is accessible long after you remove it. Also, comments can be forwarded or copied. Years from now current or prospective employers could find posts that you create now.

Use privacy settings. Understand and use the privacy settings on social networking sites. If you do not, your personal information is available to the entire world.

Respect others. Don't infringe on the privacy of your friends, peers or College faculty. Never post personal information of others that could be embarrassing to them or the College. If posting photos, ask the permission of those involved. If someone objects to photography, avoid using it as a matter of common courtesy.

Follow the guidelines of your clinical site regarding social media postings.

You are responsible for your posts. Failure to comply with this policy may result in disciplinary action.

Hygiene and Dress

Students are expected to bathe and brush teeth before attending clinical sites. Please don't be a source of unpleasant distraction.

Students are required to wear professional business attire to all clinical sites in funeral homes. Your dress choice will show your respect towards the deceased. Suits and/or dresses must be clean and shirts must be pressed and fresh. The clinical preceptor will give direction as the dress code for a specific clinical site but should include the following:

1. Maintain good personal hygiene
2. Hair must be clean and groomed with long hair secured away from face
3. Men may wear beards that are well kept and trimmed (no unshaven look)

4. Dress Code

- i. Women are required to wear:
 - a. A dress or skirt of appropriate length (mid-knee length or below)
 - b. Pants or pant suit may be worn if you will be in preparation area ONLY
- ii. Men are required to wear dress slacks, dress shirt and tie or suit
- iii. NO jeans, shorts, tank tops, sunglasses, caps or hats
- iv. NO tennis shoes or sandals
- v. Socks or hose are required
- vi. Students are encouraged to hide tattoos
- vii. Scrub suits may be worn upon arrival at the clinical site during the embalming procedure
- viii. For safety reasons, jewelry must be minimal
 - a. NO earrings for men
 - b. NO tongue rings
 - c. NO nose rings or any facial piercings

Conduct-Related Program Dismissal

Personal attacks, off-subject comments, and excessively loud or aggressive tones tend to disrupt the class, and may lead to student dismissal from class, and if repeated, may lead to dismissal from the program.

Cheating and other acts of academic dishonesty are regarded as serious offenses. Depending on the nature of the offense, serious penalties may be imposed up to, and including, dismissal from the University.

Any behavior outside of class may be grounds for dismissal if such behavior can be associated with the program, club, or the university.

During clinical assignment in a funeral establishment, any activity that endangers other students, preceptors, employees, or the public will lead to consequences ranging from reprimand to dismissal from the clinical assignment and/or college based on the level of danger posed.

Complaint Procedure

If a student feels that he or she has been treated unfairly in an academic or other student-related matter, the issue is to be reported to the Program Director. The Program Director maintains an open door policy to address student concerns of any nature. The Program Director will investigate the issue and facilitate a resolution. The issue may be referred, either by the Program Director, or at the request of the student, to the Vice Chancellor of Student Affairs or the Vice Chancellor of Academic Affairs.

If a student has a concern with a faculty member that is academic in nature, the issue is to first be addressed with the faculty member. If the issue is not resolved within a reasonable time period, the student may report the issue to the Program Director.

UAHT's Code of Conduct and Due Process is found in the UAHT Student Handbook.

Student Appeals Procedures

Informal Process

When a student has a complaint/grievance/appeal concerning a particular issue, the student should first consult with the instructor of the course or the person(s) or office responsible for the issue in an effort to resolve the problem. If the problem cannot be resolved, the student should

contact the chair or the responsible supervisor. The supervisor shall arrange a meeting with the person(s) responsible and the student. If the grievance is not resolved, it will proceed to a meeting of the student and the Vice Chancellor responsible for the area. If this informal discussion does not lead to a resolution of the complaint, the Vice Chancellor will apprise the student of the formal process. If the student wishes to file a formal complaint/grievance/appeal, the following steps must be followed. Students may appeal only the final grade in a course, its calculation, or other action resulting in a particular grade or removal from the course. The instructional methods of the instructor or his/her ability to teach are not subject to the appeals process.

Formal Process

1. Any student wishing to file a formal complaint/grievance/appeal must submit his/her written request and the specific remedies sought to the Grievance Officer (the Vice Chancellor for Student Services) within 30 days after the grievance. The Vice Chancellor for Student Services may ask another Vice
2. Chancellor to serve as the Grievance Officer if the complaint is from his/her area.
3. Upon receipt of the written document, the Grievance Officer will have 10 working days in which to investigate and provide a written decision to the student.
4. If the student is not satisfied with the response from the Grievance Officer, the Grievance Officer will inform the Vice Chancellor for Student Services in writing that the student requests a hearing with members of the Student Appeals Committee.
5. Within three working days following the receipt of the request, the Vice Chancellor for Student Services will identify by lot the five members and two alternates (not from the division involved in the appeal) of the Student Appeals Committee who will hear the grievance/appeal, and he/she will then notify the student and the selected committee members as to the time and place of the hearing. In appeals not involving grades, the committee shall consist of four members of the Student Appeals
6. Committee and one officer from the Student Government Association and one SGA officer shall be an alternate. Both shall be selected by the Vice Chancellor for Student Services.
7. The Vice Chancellor for Student Services will serve as the non-voting moderator of the hearing.
8. The moderator will insist that the closed hearing be conducted in an orderly and expeditious manner without undue interference or interruptions.
 - a. Attendance at the hearing will be restricted to the moderator, selected committee members, the student, a non-press student advisor if the student chooses, and the instructor or person responsible for the original decision and/or the supervisor(s) for the area.
 - b. The moderator will read the written complaint prepared by the student.
 - c. The moderator will read the finding of the Grievance Officer.
 - d. Up to 15 minutes will be allowed for a presentation of the student's position. The hearing committee, in reaching a decision, will consider written statements that supplement and support the student's position.
 - e. Up to 15 minutes will be allowed for a presentation by the person(s) against whom the grievance was filed. The hearing committee, in reaching a decision,

will consider written statements that supplement and support the opposing position.

- f. After hearing both presentations, the hearing committee members may ask questions of the participants. The hearing committee and moderator will then go into executive session to consider the decision. Unless the committee has questions or a point needs clarification there will be no further input from the parties to the complaint.
- g. After discussing the case, the moderator will poll the hearing committee members, count the written ballots, and announce the vote count. Decisions are by majority vote. All discussions and vote counts are to be kept confidential.
- h. The moderator will assist the hearing committee in preparing a written finding in the case. The committee will convene again in regular session, and the moderator will announce the decision. No additional comments will be allowed. Termination of the hearing finalizes the appeals process.

The Vice Chancellor for Student Services will notify the Chancellor and the student of the hearing committee's decision.

Orientation

A UAHT Student Orientation is held at the beginning of the core courses semester. During this session, students will learn about learning resources available, safety, student policies, facilities, academic integrity, and student services. Students may also obtain their textbooks at this time from the bookstore. Students should plan on being on campus from 9:00 a.m. to 5:00 p.m.

Clinical Policies and Procedures

Clinical Site Requirements

As a requirement for Clinical I and Clinical II, students are required to locate a pre-approved, licensed funeral establishment near where they live which is willing to serve as a clinical site. Clinical sites must be established no later than one month from the beginning of the first semester of the core courses. Personnel that will serve as preceptors at the clinic sites must follow the policies outlined in the Clinical Manual and meet the preceptor training requirements. Students will give the preceptor a copy of the Clinical Manual prior to the start of the clinical experience. Prior to the clinical experience, the funeral establishment must be visited by a qualified UAHT Funeral Service Program representative or inspected virtually using the virtual site visit worksheet. Additionally, funeral establishments must complete an affiliation agreement. Students are required to complete and submit student Clinical forms before beginning their clinical experience. The student and preceptor forms may be found in the Clinical Manual and in Blackboard. Printed forms are available upon request.

Specific policies, procedures, and requirements are located in the Clinical Manual. Clinical requirements include:

1. Fourteen (14) embalming cases (seven (7) in Clinical I and seven (7) in Clinical II)
2. Five (5) arrangement conferences. Students must observe or participate in the arrangement conference or in simulated arrangement conferences. In the course of arrangement conferences, students must prepare each of the following forms:
 - a. Death Certificate

- b. Burial Transit Permit
 - c. SSA-721
 - d. Death Notice
 - e. Obituary
 - f. FTC-compliant Statement of Goods and Services Selected
 - g. Flag application, veterans' burial benefit form and marker application
 - h. Final disposition permit
3. Five (5) funeral services or funeral-related ceremonies. Students must observe or assist in the service. This requirement may not be met by simulation. Three of the services must be from the following list:
- a. Liturgical
 - b. Non-liturgical
 - c. Secular
 - d. Chapel
 - e. Graveside
 - f. Military
 - g. Fraternal
 - h. Memorial (without deceased present)
 - i. Direct cremation
 - j. Other (must describe)
4. Through observing or assisting in actual cases or through active simulation, students must utilize the following forms:
- a. First call sheet
 - b. Arrangement worksheet
 - c. FTC-compliant General Price List
 - d. FTC-compliant Casket Price List
 - e. FTC-compliant Outer Burial Container Price List
 - f. Embalming Authorization Form
 - g. Cremation Authorization Form
5. Five (5) first calls. Students must demonstrate the process of receiving five (5) first calls. This may be done in a simulated environment.
6. One (1) transfer of the deceased. Students must demonstrate the process of performing a body removal. This can be done in a simulated setting.

Blackboard:

- How to Log In: Go to <http://www.uaht.edu/>> Select the Blackboard button at the bottom > Select either WEB courses or On-Campus courses > Enter your username and password. (Direct link <http://uaht.blackboard.com>)
 - o User name: first initial followed by your last name followed by the last four digits of your student ID number (not your social security number). There are no spaces or punctuation in this.
 - o Password: your birthday (mmddyyyy) with no spaces or punctuation. If you change your Blackboard password then you must use your new password.
 - o Example: John Smith

(student id of 123456789) with a birth date of March 1, 1987;

username: jsmith6789; password: 03011987

- How to Access Grades: Click on the course name to enter into a class. On the left menu, click on *Gradebook* in order to view grades in the course. Grades are viewable after the instructor has entered them.
- How to Review Graded Assignments Submitted in Blackboard: Click on Gradebook > click on the assignment/exam name in blue on the left > click on the assignment/exam score in blue on the right > review your assignment/exam.
- How to Access Online Materials: For most courses, click “Course Content” on the left menu. Some courses may have content in folders on the left menu.
- **Need Blackboard Support: Go to www.uaht.edu > Click “Blackboard Support” under Quick Links > Complete & Submit Form.**

Online Course Login:

- Logging into Online Courses: Go to www.uaht.edu > Select the Blackboard button at the bottom > Select WEB courses > Select the correct semester and submit > Look at your schedule to determine the course name and instructor name > Select Login beside your course. You may be redirected to the blackboard site for either UACCB or PCCUA for your online course. Log in using the same username and password for your UAHT blackboard courses.

Email:

- How to Log In: To access your email account go to <http://gmail.com> or go to www.gmail.com or click on the UAHT *student email* icon on the UAHT homepage
- Your email address is your first initial, last name, and last 4 digits of your student id @student.uaht.edu
 - o Example: John Smith (student id of 123456789) would be JSmith6789@student.uaht.edu.
- Password: your birthday (mmddyyyy) with no spaces or punctuation.
 - o Example: a birth date of March 1, 1987 is 03011987.

MyUAHT:

- How to Log In: Go to www.uaht.edu > Select “Current Students” > select the “MyUAHT” link. At the student web interface enter your student id number (not your social security number). If this is the first time you have accessed this site, you can hit “enter” after entering your student id. Your pin code will automatically reset to your month and day of birth (4 numbers). If you enter your student id and pin and get a white page, your pin number is incorrect.
- How to Access Financial Aid Info: Hover over “Account Info” at the top > select “Review Financial Aid” or “Review/Pay Account.”
- How to Access Transcript or Course Schedule: Hover over “Registration” at the top > select “Academic Transcript” or “Schedule.”

• MYUAHT Support: Go to www.uaht.edu > Click “Problems With Website” under Quick Links > Complete & Submit Form.

For Blackboard, MyUAHT, Online Course Login, and UAHT Student Email assistance, contact PAC@uaht.edu

Library:

How to Access the Library: Go to www.uaht.edu > Academics Tab at the top > select Library OR URL <http://libraryweb.uaht.edu/>

Databases are listed under the Databases A to Z tab at:

http://libraryweb.uaht.edu/?page_id=2825:

Database Passwords:

EBSCO	GALE/Cengage/ProQuest	Credo Reference
Username: uacch; Password: library	On Hope Campus: use Password: hope21925 Off Campus (home or in TXK): Select: HOPE > 71801 > 8707228251	Username: uacch; Password: library22

Students must be properly masked when entering the library. Refer to the UAHT Return to Campus Safely Guide for Library use and procedures.

Computers: Where to Access Computers and Cost of Printing

- Hope Campus Labs: Library, Student Success Center (Career Pathways), Administration Building (TRiO), T&I Computer Lab & Student Center.
- TXK Campus Labs: TKA Building eLibrary & TK Professions Building 2nd Floor.
- Cost: Upon registration, all students receive \$10 credit = 200 printed pages. For more pages, visit the Business Office to add money to your printing account – cost \$0.05/page. Printing log in will be the same as Blackboard log in above.

Printing Instructions

- Login is the same as Blackboard login
- Name: John Smith Studentid:123456789 DOB:01011997 Username:jsmith6789 Password:01011997 You are allowed 200 pages per semester after that you will be charged \$0.05 per page. View Acct: <http://printmanager.uaht.edu> through Internet Explorer.

Student Use Scanners

Student-use scanners are located on both the Hope and Texarkana campuses

- Hope campus in the Library
- Texarkana campus in the E-library

Textbooks and UAHT Rental Program

Students utilizing books from UAHT are participating in a book rental program. Our program, housed in the Rapert Library and TK Professions building, allows students to RENT textbooks for one semester. All textbooks received from the UAHT textbook rental program must be returned immediately following final exams or your last day of class. Students are not allowed to keep books until the next semester even if you are repeating a class or need the book again. Students who do not return books on

time, will be charged a fee. Students who do not return books at all, will be charged a no-return fee. All fees must be paid before the student can re-enroll. Receipts are sent to the students account on record. Please check all receipts for accuracy.

ADA Policy: The Vice Chancellor for Student Services serves as the ADA Compliance Officer. The process of requesting accommodations under the Americans with Disabilities Act can be found in the College Catalog/Student Handbook and on the College website.

Campus Support Services: The University of Arkansas Hope-Texarkana strives to provide student support services that assist students in achieving their educational objective. Those services include enrollment services, financial aid, counseling and guidance, and safety and security. The offices providing these services recognize that each student has his or her own needs, interests, and abilities and that services provided must be geared toward allowing each student to grow both personally and educationally. Services are available to on-campus and distance education students. [UAHT recognizes that students may face some obstacles that make it difficult to meet academic goals.](#) [Students should refer to the UAHT webpage, for COVID-19 resources.](#)

Employment Opportunities: UAHT notifies funeral services students of any employment opportunities it receives. All students, distance and on-campus, are notified of opportunities via email.

Advising and Tutoring: UAHT offers a wide range of student services. These services are further explained in the UAHT Academic Catalog. Academic advising is available M - F 8:30am - 4:00pm at 870-722-8523 or brad.sheppard@uaht.edu. For individualized in-person or virtual tutoring or help with academic difficulties, contact your instructor for more information.

FERPA Policy: The University of Arkansas Hope-Texarkana complies fully with the Family Educational Rights and Privacy Act (FERPA) of 1974. A student has the right to inspect and review all of his/her records that meet the definition of educational records. Complete information concerning records, disclosure, and procedures can be found in the UAHT Family Educational Rights and Privacy Act Policy. To obtain a complete copy of the College's FERPA policy, contact the Office of the Registrar.

Arkansas Course Transfer System (ACTS): The Arkansas Course Transfer System (ACTS) contains information about the transferability of courses within Arkansas public colleges and universities. Students are guaranteed the transfer of applicable credits and the equitable treatment in the application of credits for the admissions and degree requirements. Course transferability is not guaranteed for courses listed in ACTS as "No Comparable Course." Additionally, courses with a "D" frequently do not transfer and institutional policies may vary. ACTS may be accessed on the Internet by going to the ADHE website and selecting Course Transfer (<http://adhe.edu>). Courses not having an ACTS number may also transfer. Please consult the receiving institution for complete transfer information.

Associates of Applied Science in Funeral Service Education

UAHT Coursework

NPC Coursework

	First Fall Semester				First Fall Semester	
ENGL 1013	Composition I	3		ENG 1113	English Composition I	3
CISS 1013	Introduction to Computers	3		CIS 1023	Introduction to Computing	3
MATH 1153 OR MATH 1053	Quantitative Literacy or College Algebra	3		MATH 1213 MATH 1123	Quantitative Literacy OR College Algebra	3
BUSS 1203	Introduction to Business	3		BUS 1113	Introduction to Business	3
FSED 1013	Funeral Service Anatomy	3		FSED 1013	Funeral Service Anatomy WEB Class from Hope (register through UAHT)	3
		15				15
	First Spring Semester				First Spring Semester	
ACCT 2103	Principles of Accounting I	3		ACT 1003 ACT 1103	Basic Accounting OR Principles of Accounting	3
ENGL 2023	Composition II	3		ENG 1123	English Composition II	3
SPCH 1303	Principles of Speech	3		SPCH 1103	Fund of Public Speaking	3
FSED 1003	Funeral Service Chemistry	3		FSED 1003	Funeral Service Chemistry WEB Class from Hope (Register through UAHT)	3
		12				12
	Second Fall Semester				Second Fall Semester	
FSED 2223	Business & Funeral Law	3			Via Collaborate	
FSED 1001	Funeral Service Orientation and Ethics	1			Via Collaborate	
FSED 1033	Funeral Directing	3			Via Collaborate	
FSED 1002	History of Funeral Service	2			Via Collaborate	
FSED 1103	Embalming I	3			Via Collaborate	
FSED1181	Clinical I	1			Clinical	
FSSSED 1313	Funeral Merchandising & Management	3			Via Collaborate	
FSED 2103	Funeral Psychology/Soc	3			Via Collaborate	
		19				19
	Second Spring Semester				Second Spring Semester	
FSED 1203	Embalming II	3			Via Collaborate	
FSED 1191	Clinical II	1			Clinical	
FSED 1014	Restorative Art	4			Via Collaborate	
FSED 2213	Microbiology/Pathology	3			Via Collaborate	
FSED 2203	Comprehensive Review	3			Via Collaborate	
		14				14
Total		60				60

At the completion of the coursework for the Associate of Applied Science in Funeral Service Education, each student is required to take the National Board Examination administered by the International Conference of Funeral Service Examining Boards, Inc.

***Note: Students not meeting the ACT, ASSET, or COMPASS requirements in math and English shall enroll in sequential academic skills math, reading, and/or English courses during their first or second semester in college and each subsequent semester until the requirements are successfully completed. Any degree seeking student who is required to take an academic skills course, excluding Intermediate Algebra, must also take EDGE 1003 College Life Skills.**

Certificate of Proficiency in Funeral Directing

The Certificate of Proficiency at the University of Arkansas Hope-Texarkana is designed to prepare the student for employment in funeral service.

This academic program is designed to meet specific state or professional needs. It is not accredited by the American Board of Funeral Service Education. Students graduating from this program are not eligible to take the National Board Examination or any state board examination for which graduation from an ABFSE Accredited program is required.

Course Requirements	Credit Hours
First Semester (Fall)	
FSED 2223 Business & Funeral Law	3
FSED 1001 Funeral Service Orientation & Ethics	1
FSED 1002 History of Funeral Service	2
FSED 1033 Funeral Directing	3
FSED 2103 Funeral Psychology/Sociology	3
FSED 1313 Funeral Merchandising & Management	3
Total	15

Technical Certificate in Funeral Directing

The Funeral Director Technical Certificate is designed to meet the prerequisites for licensure and employment in funeral service as a Funeral Director in the state of Texas and is recognized by the TX Funeral Service Commission. This Funeral Director Technical Certificate is not required for a funeral director’s license in the state of Arkansas. However, the curriculum is designed to provide in-depth knowledge of the profession. According to the most recent policies and procedures that govern the administration of the Texas State Board Examination (TX SBE) provided by the Texas Funeral Service Commission and the International Conference of Funeral Service Examining Boards:

Registration procedure for the TX SBE will be as follows:

- All candidates sitting for the TX SBE will be required to complete the TX SBE application (information provided by UAHT) and return it to the Conference office with their payment.
- All candidates sitting for the TX State Board Examination, for the first time, must be certified as having graduated from a funeral directing program with a Certificate of Proficiency in Funeral Service recognized by the Texas Funeral Service Commission. The University of AR Community College at Hope is recognized by the Texas Funeral Service Commission and the International Conference of Funeral Service Examining Boards to provide eligibility for sitting Texas state board exams. The TX SBE Candidate Eligibility Certification Form must be completed for all candidates sitting for the TX SBE for the first time. No candidate will be allowed to sit for the TX SBE until this form is completed and placed on file with the Conference Office.

Online Technical Certificate in Funeral Directing

Spring Block Session I (8 weeks)

ENGL1013	Composition I (16 Weeks)	3
FSED1001	Funeral Service Orientation and Ethics	1
FSED1002	History of Funeral Service	2
BUSS1203	Introduction to Business (16 Weeks)	3

Spring Block Session II (8 weeks)

FSED1033	Funeral Directing	3
		12
Summer Block (8 weeks)		
CISS1013	Introduction to Computers	3
FSED2223	Business & Funeral Law	3
		6
Fall Block Session I (8 weeks)		
ACCT2103	Principles of Accounting I (16 Weeks)	3
SPCH1313	Principles of Speech (16 Weeks)	3
FSED2103	Funeral Psychology/Sociology	3
Fall Block Session II (8 weeks)		
FSED1313	Funeral Merchandising & Management	3
		12
Total		30

On Campus Technical Certificate in Funeral Directing

First Semester (Fall)

FSED 2223	Business & Funeral Law	3
FSED 1001	Funeral Service Orientation and Ethics	1
FSED 1033	Funeral Directing	3
FSED 1002	History of Funeral Service	2
FSED 2103	Funeral Psychology/Sociology	3
FSED 1313	Funeral Merchandising & Management	3
		15

Second Semester (Spring)

ENGL 1013	Composition I	3
CISS 1013	Introduction to Computers	3
SPCH 1313	Principles of Speech	3
ACCT 2103	Principles of Accounting I	3
BUSS 1203	Introduction to Business	3
		15
Total		30

This academic program is designed to meet specific state or professional needs. It is not accredited by the American Board of Funeral Service Education. Students graduating from this program are not eligible to take the National Board Examination or any state board examination for which graduation from an ABFSE Accredited program is required.

***Note: Students not meeting the ACT, ASSET, or COMPASS requirements in math and English shall enroll in sequential academic skills math, reading, and/or English courses during their first or second semester in college and each subsequent semester until the requirements are successfully completed. Any degree seeking student who is required to take an academic skills course, excluding Intermediate Algebra, must also take EDGE 1003 College Life Skills.**

State & State Board	Type of License	Educational Requirements	UAHT meets Requirements
Arkansas	Embalmer	High School and Mortuary College accredited by ABFSE	Yes

State Board of Funeral Directors and Embalmers 101 E Capital, Suite 113 Little Rock, AR 72201 (501)682-0574	Funeral Director	High School	
Louisiana Louisiana State Board of Embalmers and Funeral Directors 3500 N. Causeway Blvd. Suite 1232 Metairie, LA 70002 (504) 838-5109	Funeral Director Embalmer	High School plus 30 semester hours college High School plus ABFSE mortuary science program of 15 months	Yes
Missouri State Board of Embalmers and Funeral Directors P. O. Box 423 Jefferson City, MO 65102 (573) 751-0813	Embalmer Funeral Director	High School plus mortuary college High School or equivalent	Yes
Mississippi Mississippi State Board of Funeral Service 3010 Lakeland Cove, Suite W Flowood, MS 39232 (601) 932-1973	Funeral Service License Funeral Director	High School plus ABFSE mortuary college High School or equivalent	Yes
Texas Texas Funeral Service Commission 333 Guadalupe St. Suite 2-110, Austin, TX 78701 (512) 936-2474	Funeral Director Embalmer	Technical certificate in Funeral Directing from ABFSE mortuary college High School and graduate of ABFSE accredited mortuary school	Yes
Oklahoma Oklahoma Funeral Board 3700 N. Classen Blvd. Ste. 175 Oklahoma City, OK 73118 (405) 522-1790	Funeral Director and/or Embalmer	Minimum of 60 hours college hours from regionally accredited institution plus graduation from ABFSE accredited mortuary college	No

For detailed state licensing requirements, please refer to the [ICFSEB Website](#).

All questions regarding STATE requirements for licensing (education, apprenticeship, testing, etc.) should be directed to the board of the state in which you wish to practice. It is the student's responsibility to make sure all requirements for licensure are met.

Funeral Service Estimated Costs

Tuition may be calculated using the online [Tuition Calculator](#). Funeral Service Program students are required to pay additional fees up to and including Restorative Art, Program Fees, and Proctoring Fees (Online program only).

Financial Aid

The University of Arkansas Hope-Texarkana (UAHT) maintains a comprehensive program of financial assistance for students, including grants, scholarships, and federal work study. To be eligible for financial aid, a student must be accepted for admission at UAHT, be enrolled in an approved degree or technical certificate program, and meet all eligibility requirements as outlined in the Satisfactory Academic Progress section of the UAHT catalog.

A student is NOT eligible to receive some types of financial aid if the individual has defaulted on a student loan, owes a repayment to any of the federal programs, or does not maintain Satisfactory Academic Progress. For financial aid purposes, a student enrolled in at least twelve (12) credit hours will be considered a full-time student.

More information may be found on the Financial Aid's website. uaht.edu > admissions > financial aid or calling 870-722-8265.

Department of Veterans Affairs

UAHT is approved by the Arkansas State Approving Agency for veterans and veterans' beneficiaries who are working on a degree or certificate. Military service veterans and the sons, daughters, wives, husbands, widowers, or widows of deceased or 100% disabled service-connected veterans may be eligible to receive benefits from the Department of Veterans Affairs. Contact the financial aid office to determine eligibility, benefits, and/or to receive the appropriate application forms. All students must follow the curriculum outlines for their objectives since only specific courses may be applied toward VA certification and graduation.

Checklist for Admission to the Funeral Service Program

Please use this checklist to make sure that you have completed all of the applicable admissions requirements prior to enrollment in any funeral service program coursework. ***This checklist is to be used for guidance for students taking general education courses at NPC and completing the degree through Collaborate.***

Item	Date Received	Other
UAHT Application for Admission		
Funeral Service Application **Can be completed on-line at uaht.edu (Academics > Academic Divisions > Science and Health Professions Division > UAHT Funeral Service Education Program Application)		
Official copy of High School Transcript Received directly through the mail or electronic copy from high school		Name of High School
OR		
Official Copy of GED Received directly through the mail or official electronic copy from the institution.		
Official Copy of College Transcript Received directly through the mail or official electronic copy from the College, if applicable		Name of College(s)
ACT, AccuPlacer or Compass Scores		
OR		

Transfer of: English Composition I Quantitative Literacy or College Algebra		Name of College(s) transferred from
Immunization Record		
Meeting with Funeral Service Program Director (Can be done at first time registration)		
Degree Plan Prepared by Funeral Service Program Director/Advisor		

Official copy of transcript must come from the transfer institution mailed directly or official electronic copy sent to UAHT. A copy in a sealed envelope carried by the student is NOT considered official.

Please note that the UAHT Funeral Service Program reserves the right to make changes and additions to the information presented in this handbook. Changes may occur at any time, and this handbook is not a complete statement of all policies of UAHT and the Funeral Service Program. It is the student's responsibility to be aware of the information contained in this handbook. Questions may be directed to Brad Sheppard, (brad.sheppard@uaht.edu) Program Director.

Distance Learning Program

The distance learning courses in the Associates of Applied Science in Funeral Service degree is delivered to a web browser that can be accessed anytime, anyplace. The courses are directed learning processes comprising educational information (articles, videos, images and web links), communication (messaging, discussion forums) and different methods of assessment. Students submit assignments through Blackboard by posting on discussion forums and submitting tasks through applicable links. Courses are not delivered at a specific time or a specific date, but are accessed on the students' schedule. However, there are deadlines when certain tasks must be completed.

Online learning can be more convenient, **but it is NOT easier!** Taking courses online means taking greater personal responsibility for your learning. With the freedom and flexibility of online courses comes responsibility. It takes real commitment and discipline to keep on track.

Want to see if you are **ready for online learning?** [Take our Online Learning Readiness Survey](#)

On-campus Requirements

During the program, students will be required to visit the UAHT campus a minimum of two (2) times.

The first requirement is to attend the Funeral Service Program Orientation and the UAHT Online Student Orientation at the beginning of the core courses semester. During this session, students will learn about learning resources available, safety, student policies, facilities, academic integrity, and student services. Students may also obtain their textbooks at this time from the bookstore. Students should plan on being on campus from 9:00 a.m. to 5:00 p.m.

The second campus visit is at the end of the second semester of core courses. Students will be required to be on campus for a period of up to two weeks. During this time students will complete their 14th embalming with observation from a qualified faculty member, participate in a Restorative Art lab, demonstrate transfer of remains, take final exams and the Practice National Board Exam.

During the on-campus visits, lodging, transportation, and meals are the student's responsibility.

Technology Requirements

PC Configuration

- 400 Megahertz Intel Pentium III Processor (933 preferred)
- 128 Megabytes RAM (256 preferred)
- 6 Gigabyte Hard Drive
- 17" Monitor 56.6 Kbps Modem (Cable Modem / DSL preferred)
- Windows XP, Vista (32 & 64 bit), 7 (32 & 64 bit)

MAC Configuration

- 400 Megahertz iMac (933 preferred)
- 128 MB RAM (256 preferred)
- 6 Gigabytes Hard Drive
- 17" Monitor
- 56.6 K Modem (Cable Modem / DSL preferred)
- Macintosh OS 10.6 "Snow Leopard"

Requirements for Blackboard Collaborate and Exams

- Soundcard with microphone and headphones (A headset with microphone/headphones is highly recommended)
- Webcam
- Lockdown Monitor (provided by UAHT)
- Respondus Monitor (provided by UAHT)

Additionally, we recommend having the following software or free downloads for adequate display of instructional materials:

- Google Chrome
- Firefox 3.0, 3.5, or 3.6 with JavaScript and cookies enabled
- Microsoft Office 2007 or newer (students can download the latest version for free as part of [Office 365](#))
- [Adobe Acrobat Reader*](#) for PDF files
- [Java Plug-in*](#)
- [Quicktime*](#)
- [RealPlayer*](#)
- [Flash Player*](#)

Internet Requirements

- Broadband connection *is required*.
- Use the chart on the [FCC Household Broadband Guide](#) to assist in selecting the appropriate speed

- NOTE: As you add more users/devices (e.g., computers, gaming consoles, streaming devices, etc.) the need for bandwidth increases. Therefore, if you use multiple devices, you should request a minimum download speed of 25Mbps.
- NOTE: If you have a satellite connection, you may experience performance issues depending on outside weather conditions and latency.
- You can test your current Internet speeds at <http://www.speedtest.net>
- Speeds less than those noted above may result in a less than optimum user experience

Technical Assistance

For assistance with Blackboard, students may submit a help-desk ticket by selecting the Help icon. For further assistance students may contact Melanie Dillard, Distance Delivery Coordinator, melanie.dillard@uaht.edu. 870-722-8167 or email pac@uaht.edu. Print materials will be distributed in orientation. Assistance will be available Monday through Friday, 8:00a.m. to 5:00 p.m. Should students need assistance after hours or on the weekends, they should contact their instructor.

Blackboard Training

For assistance with accessing online training for Blackboard, click [HERE](#).

Transfer Between Modalities

Students may request to transfer between the online program and the traditional program. Transfers may only occur at the conclusion of a semester. Requests are considered on an individual basis and must be approved by the program director.

Attendance and Participation in Online Course

The Funeral Service Program's attendance policy is designed to foster student success and to model workplace requirements; therefore, students are expected to complete all assignments within the timeframe set out in the course. The curriculum at UAHT is rigorous and diverse. Preparation and regular participation is key to academic success.

1. The Program's faculty require weekly academically-related activities in each class. Students are recorded as "in attendance" when they participate in each activity. Please note: simply logging into the class WILL NOT count as attendance. A student must complete the academic activity assigned by the instructor.
2. If a student does not participate in a weekly activity, the faculty member records the student as absent.
3. If a student is absent for two consecutive weeks, the student will receive an email and/or a phone call from their instructor.

4. If the student has a legitimate, documented excuse for being absent (e.g., illness, hospitalization, death in the family, etc.), the student is expected to contact the faculty member immediately to arrange for the completion of any delinquent assignments.
5. If a student cannot be contacted by his/her instructor or academic advisor (or does not return emails or phone call messages), the faculty will consider the last date of attendance to be the last week of a submitted assignment before the first week of absence. Absences and failure to submit assignments and take all required assessments as required may result in the failure and or withdrawal of the student from the class.
6. If a student wishes to withdraw from a course, the student must request a withdrawal from his/her advisor. Verified extended absences due to military obligations, court appearances or extended illness will be given special consideration. Students should notify their instructor of their upcoming absence if they know in advance and provide the necessary documentation.

Most students selecting online instruction have busy schedules with many unexpected interruptions. PLAN AHEAD. WORK AHEAD. Allow time in your schedule for problems. Students may submit assignments BEFORE they are due. If students anticipate or experience any problems, they should contact their instructor immediately and discuss their concerns.

Academic Advising

Academic advising for the Funeral Service Program is handled by the Funeral Service Program Director, Brad Sheppard. Mr. Sheppard may be reached at brad.sheppard@uaht.edu or Karen Davis karen.davis@uaht.edu

Taking Exams

Most exams and quizzes will be proctored using the LockDown browser and Respondus Monitor.

UAHT Academic Honest Respondus Testing Policy

It is the student's responsibility to:

- know and understand the college's academic integrity policy.
- know and understand each Instructor's testing rules as presented in each Instructor's course syllabus and/or on individual tests.
- test all personal equipment by taking the practice exam(s) provided by the Instructor before taking a major exam through Respondus Monitor. Technical issues not dealt with beforehand are not a reason for the instructor to allow exceptions to testing deadlines.
- not give the appearance of cheating, such as leaving the testing location, obviously looking at other documents or screens (if not permitted by the instructor), talking, using headphones, cell phones, or other electronic devices.

Requirements:

- If prompted, show a student ID or driver's license.
- Be alone in the room with no distractions or help from anyone.

- Clear desk of any unnecessary objects. Only have accessories available that are allowed by the instructor: paper, calculator, etc.
- Stay in front of the computer monitor and in view of the camera during the entire exam.
- Slowly and thoroughly scan your entire environment on the webcam check. Show your entire desktop, under the desk, and the areas behind the desk, including the walls. Prove to your instructor that you do not have a second laptop, other electronic devices, notes, or other people available to help you on the exam.
 - Students who fail to perform a full environment check as described above will be subject to an automatic 25% deduction on the exam.

Cheating:

- If an instructor determines that a student has cheated or plagiarized during an exam, the student will fail the exam and will not be permitted to retake it.
- Along with the failing grade, the student will also forfeit the ability to use Respondus Monitor for future exams for the course in which the student cheated. Loss of the ability to use Respondus Monitor means that the student is required to take all future exams for that course at the UAHT Testing Center or at another approved college testing center nationwide.
- The instructor may choose to submit an incident form outlining the details of the cheating/plagiarism to the office of the Dean of Students to be placed in the student's academic record.
- Students have the right to follow the established Student Grade Appeals procedure outlined in the College Catalog if they wish to appeal the test results.

Discussion Board Posts

One of the requirements for completing online courses is to make substantive contributions to each of the discussion threads in the course. You are probably wondering what that means! The following criteria will be used to evaluate students' posts. **Submit initial post(s) early in the session**, and subsequent responses to the posts of other learners at **timely intervals** throughout the duration of the session. The goal is to have a dynamic discussion around the topic that lasts throughout the entire session.

- Posts and responses should be **thorough and thoughtful**. Just posting an "I agree" or "Good ideas" will not be considered adequate. Support statements with examples, experiences, or references. Be brief — keep each post and response to one or two short paragraphs. Keep in mind that fellow learners will be reading and responding to you, too.
- Make certain that all posts and responses address the question, problem, or situation as presented for discussion. This does not mean you should not extend the topic, but **do not stray from the topic**.
- Discussions occur when there is dialogue; therefore, you need to **build upon the posts and responses of other learners** to create discussion threads. Make sure to revisit the discussion forum and respond (if necessary) to what other learners have posted to your initial responses.

- When relevant, add to the discussion by including prior knowledge, work experiences, references, web sites, resources, etc. (giving credit when appropriate).
- Contributions to the discussions (posts and responses) should be complete and free of grammatical or structural errors.

(Source: Northern Arizona Univ.)

Library

The UAHT Rapert Library can be accessed through the library’s website.

How to Access the Library: Go to www.uaht.edu > Academics Tab at the top > select Library
OR URL <http://libraryweb.uaht.edu/>

Databases are listed under the Databases A to Z tab at:
[http://libraryweb.uaht.edu/?page_id=2825:](http://libraryweb.uaht.edu/?page_id=2825)

Database Passwords

EBSCO	GALE/Cengage/ProQuest	Credo Reference
Username: uacch; Password: library	On Hope Campus: use Password: hope21925 Off Campus (home or in TXK): Select: HOPE > 71801 > 8707228251	Username: uacch; Password: library22

7 Steps for Success when Taking Online Courses

By Jason Mock, Illinois Online

Taking an online course gives you a lot of flexibility in where and when you do your coursework. That flexibility, however, means you have to take some extra steps to be successful. You have to be proactive about creating some of the structure you get naturally in a face-to-face course. Here are seven tips to help you stay successful once you are in an online course.

1. Have Correct Expectations

Contrary to popular belief, online courses are typically *not* “blow-off” classes. They usually have very similar academic rigor to their face-to-face counterparts. Approach your online course with this in mind so that you are not caught off-guard and fall behind.

2. Establish a Good Workspace

In a face-to-face course, you split your time between a classroom and some place outside of the classroom to study and complete assignments. With an online course, *all* of your time is spent outside of the classroom. Therefore, it’s even more important that you have a good place to do your work. Find a quiet place with a good internet connection, access to power, and freedom from distraction. Ideally, this would be a place you can routinely visit throughout the course so that when you are there, you know it’s time to get down to business.

3. Know Your Resources

Figure out as early as possible all of the technologies, websites, and campus resources you may need to use in the course and master them. Ensure your computer is working well, install any needed software, and verify your browser is up-to-date. If the course will use special tools, test them out early to ensure they work on your system so you can focus your attention on course materials and not be distracted by technology problems. Also, become familiar with how the University Library can help you as an online student.

4. Stay Organized

As with any course, but especially for an online one, it's important to stay organized. Organize all of your files in a way that makes sense to you. It's also wise to keep a copy of anything you submit in the event that a technology problem requires you to resubmit it—even your discussion forum posts. Don't forget to take good notes while doing your readings or watching online lectures just as you would in any other class.

5. Manage Time Wisely

A part of staying organized that's so important it deserves to be its own tip is having strong time management skills. Online courses certainly give you a lot of flexibility in terms of when you do your studying, but that doesn't mean you don't have to study! Just as you might attend a face-to-face lecture at a regular time each week, you need to schedule time (and enough of it) in your personal calendar to study the materials in your online course and complete assignments. Treat those blocks of time as seriously as you would a face-to-face class by sticking to them, letting your friends and family know you are unavailable during those times, and consistently using your workspace during those times. Keep a close eye on assignment due dates as well, adding those to your personal calendar as well.

6. Meet Your Peers and Instructor

Even though you may be the only one huddled around your computer, you are not alone! Just as with a face-to-face course, interactions with your peers and your instructor are critical to you having a rich, engaging experience in the course. Many online courses include early-on an icebreaker activity to help you get to know your classmates. Especially if your online course lacks this, be sure to go out of your way to introduce yourself to others. These are the folks who you will work with throughout the semester and it pays to build strong relationships! Don't just say "hi" and retreat into seclusion, though—stay in touch!

7. Seek Help When Needed

The online space need not be an isolating one. It's true that your instructor lacks seeing your body language in class to get a sense of whether you might be struggling. Your instructor is still there to help you, though, even if you never meet him or her in person.

8. Being “present” in your online course

Students are encouraged to be actively involved in their online courses. Students are engaged

with other students by the use of small-group discussions in Blackboard. Faculty are available by email, telephone, and in-person during office hours. All student emails will be answered within 24 hours.

Accreditation

The Associate of Applied Science in Funeral Service Education (distance education) degree is pending final accreditation from the American Board of Funeral Service Education.