



2017

San Antonio College Self-Study for Reaccreditation by the ABFSE



May 2017

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**AMERICAN BOARD OF FUNERAL SERVICE EDUCATION, INC
COMMITTEE ON ACCREDITATION**

TRANSMITTAL FORM

This application for Accreditation is submitted by:

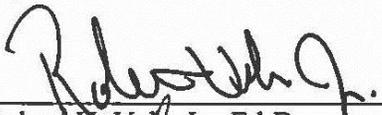
San Antonio College
1819 N. Main Ave.
San Antonio, TX 78212-4299

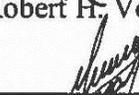
for use by the evaluation team and the Committee on Accreditation for the purpose of recommending whether or not this institution should be accredited, by the American Board of Funeral Service Education.

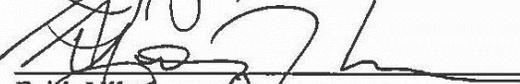
We certify that:

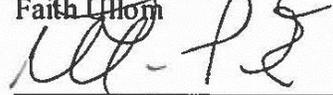
1. In preparing this application there was broad participation by member of all applicable segments of the institution; and,
2. We believe this application truly and accurately portrays this program of the institution.

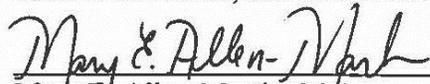
Signed:


_____ College President
Robert H. Vela, Jr., Ed.D.

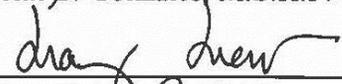

_____ Program Coordinator
José Luis Moreno, Ph.D.

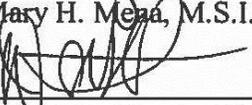

_____ Official Student Representative
Faith Ullom


_____ Chair, Program Advisory Committee
Guillermo Puente, Funeral Director/Embalmer


_____ Official Faculty Representative
Mary E. Allen-Martin, M.A.


_____ Official Faculty Representative
Felix B. Gonzales, M.S.H.P.O.


_____ Official Faculty Representative
Mary H. Mena, M.S.I.S.


_____ Official Faculty Representative
Darrell R. Woody, M.A.

**MORTUARY SCIENCE DEPARTMENT
SAN ANTONIO COLLEGE**

ABSTRACT OF THE FINDINGS

The Mortuary Science Program of San Antonio College is one of four programs in Texas accredited by the American Board of Funeral Service Education (ABFSE) and one of two college-based programs currently accredited. The College strives to ensure that the delivery of instructional objectives is consistent with its mission statement. Tuition and fees vary; the lowest rates apply to in-district (Bexar County) residents. Regardless of residency status, the College appeals to many students because of its affordability. Exceptional student services, state-of-the-art facilities, and a quality education and training combine to result in a sound investment for all students.

Since the last on-site visitation (2010) for re-accreditation by the ABFSE, the Program has undergone extensive renovation to its facilities. This expansion has greatly facilitated campus activities thus improving student success. Moreover, equipment and fixtures that were planned have enabled faculty to employ heretofore unavailable resources. For example, a dedicated merchandising area contains funeral and cremation articles that are included in the curriculum objectives. As a [licensed funeral establishment](#) the Program is able to perform embalming procedures on campus. It is hoped that in the near future, the Program will be able to conduct funerals as well. The program continues to work with the Dean of Professional and Technical Education and the Vice-President of College Services in finalizing details of a designated facility for a funeral home on campus. Other improvements to the facilities are addressed in the section of the self-study dealing with facilities.

Curriculum review is ongoing, and it is this review process that resulted in the increased pass rate on the National Board Exam (NBE). One of the changes that was implemented included the development of a board preparation course ([MRTS 1273-Funeral Service Sciences Board Preparation](#)). In addition to serving as a review of board material, this course assists students in improving their test-taking skills. Students now enroll in a two-semester-credit hour course for NBE preparation.

Support from College administration is a noteworthy strength of the Mortuary Science Program. During periods of fiscal austerity, administration has demonstrated appreciation for the unique nature of instructional objectives and has consistently responded to the operational needs of the Program. For example, as previously mentioned the College administration is working with the Program to develop a business model which includes a stand-alone facility within the perimeter of the College campus. The facility will allow students to experience all aspects of the funeral profession. Moreover, administration provided financial support to the Program in hosting the 2015 ABFSE Annual Conference and the Hilgenfeld Curriculum Workshop from 2010 to 2015.

SELF-STUDY PROCESS

The coordination of the self-study process was under the direction of Dr. José Luis Moreno, Mortuary Science Program Coordinator.

The following individuals were asked to aid Dr. Moreno in research, writing, and preparing documentation for the on-site visit:

- | | |
|--|--|
| 1. Sponsorship | Dr. Robert H. Vela, Jr.
President of the College |
| 2. Organization & Administration | Vernell Walker, Dean
Professional & Technical Education |
| 3. Aims & Purposes | Dr. Francisco E. Solis, Dean
Integrated Planning and Performance Excellence |
| 4. Administrative Practices &
Ethical Standards | Mary E. Allen-Martin, M.A., Faculty Member |
| 5. Finance | Larry Rosinbaum, Chief Financial Officer |
| 6. Curriculum | Mortuary Science Faculty
Faith Ullom, Student
Guillermo Puente, Advisory Committee |
| 7. Faculty | Mary E. Allen-Martin, M.A., Faculty Member |
| 8. Facilities | Mary E. Allen-Martin, M.A., Faculty Member |
| 9. Library | Tom Bahlinger, Library Liaison |
| 10. Students | |
| Admissions | J. Martin Ortega, Registrar |
| Attendance, Promotion | J. Martin Ortega, Registrar |
| Academic Guidance | Daniel Barreto, Advisor
Business and Public Service Institute |
| 11. Program Planning & Evaluation | Mortuary Science Faculty |
| 12. N/A | |
| 13. Record of Student Complaints | Vernell Walker, Dean
Professional & Technical Education |
| 14. N/A | |
| 15. N/A | |

The self-study process is continuing in preparation for the on-site visit. Those individuals who assisted in the self-study report will be available for questions and answers during the visitation. There were some instances in which responses from the previous self-study (2010) were deemed adequate in addressing certain standards within this year's report.

PROGRAM AND INSTITUTION DATA FORM

1. Name of Program: Mortuary Science Program
Address: 1819 N. Main Ave., Nail Technical Center 238
San Antonio, TX 78212-4299
2. Sponsoring Institution: San Antonio College
1819 N. Main Ave.
San Antonio, TX 78212-4299
3. Program Director: Dr. José Luis Moreno
1819 N. Main Ave., Nail Technical Center 239
San Antonio, TX 78212-4299
jmoreno144@alamo.edu
4. Sponsoring Institution CEO:
Name and Title: Dr. Robert H. Vela, Jr., President
Address: 1819 N. Main Ave., Fletcher Administration Center 323
San Antonio, TX 78212-4299
(210) 486-0959
sac-pres@alamo.edu
5. Name, Title and Address of Individual to Whom Program Director Reports:
Name and Title: Vernell E. Walker, M.A.
Dean of Professional & Technical Education
Address: 1819 N. Main Ave., Fletcher Administration Center 301
San Antonio, TX 78212-4299
(210) 486-0927
6. Append an Organizational chart of the Sponsoring Institution to this report.
7. Type of Institution
- | | | | |
|------------|-------------------|---------------------------------|-------------------|
| a. Public | <u>Yes</u> | Single Purpose | <u> </u> |
| b. Private | <u> </u> | Two-year or Community College | <u>Yes</u> |
| | | Four-year College or University | <u> </u> |
8. Approximate size of community in which sponsoring institution is located.
One and a half million

9. The area served by the institution and from it which draws students is:

- a. Local Yes
 b. Regional Yes
 c. National Yes

10. Under what statutory authority does the program/institution operate?

State of Texas: Texas Higher Education Coordination Board

11. Is any adverse action currently in effect concerning the institution or program by any accrediting agency approved by the Secretary of Education? If yes, describe below (add additional sheets if necessary)

Yes, in December 2016 Dr. Robert Vela, President [informed](#) the faculty that the Southern Association of Colleges and Schools-Commission on Colleges (SACS-COC) cited San Antonio College for non-compliance with certain standards. Among the citations were autonomy, curriculum, and transcript issues. Details of the foregoing are provided.

- [San Antonio College accreditation update](#)
- [SACS-COC letter](#)

11a. Does the sponsoring institution hold regional accreditation? Yes No

If yes, give agency name and date of last action SACS-COC, December 2016

Has any adverse action been taken concerning the program by any accrediting agency approved by the Secretary of Education? If yes, describe below

No action has been taken against the program.

12. Year in which Funeral Service Education Program was established: 1960

13. Year first class graduated: 1962

14. Total number of graduates to date: c. 567

15. Length of Funeral Service Education Program in months: 24 months

16. Credential awarded at completion of program:

Associate in Applied Science in Mortuary Science

17. First year class capacity: 222

18. Current Enrollment

Year 1	<u>222</u>
Year 2	<u>172</u>
Year 3	<u>171</u>
Year 4	<u>196</u>
Total	<u>761</u>

Mortuary Science Applicants

Year	Total Current Enrollment	New Enrollees	Male	Female	Related to Someone in Funeral Service
2014	172	66	19	47	3
2015	171	*	*	*	2
2016	196	42	8	34	6

* There is new enrollment reported for 2015. As of 2015 students are not being considered degree majors until they have attained 30 or more semester credit hours.

19. Number of faculty assigned to Program for past 3 years.

	2014	2015	2016
Full time	5	4	5
Part Time	0	1	4

20. a Size of Certified Faculty and Staff

$2/15 = 0.13$ $3/15 = 0.20$ $4/15 = 0.27$

	2014	2015	2016
a) Public Health and Technical			
• Chemistry	0.13	0.13	0.13
• Micro-Biology	0.20	0.20	0.20
• Anatomy	0.27	0.27	0.27
• Pathology	0.40	0.40	0.40
• Restorative Art	0.40	0.40	0.40
• Embalming	0.40	0.40	0.40
b) Business Management			
• Accounting	0.20	0.20	0.20
• Funeral Directing	0.20	0.20	0.20
• Funeral Merchandising	0.20	0.20	0.20
• Funeral Service Management	0.20	0.20	0.20
• Small Business Managements	0.20	0.20	0.20
c) Social Sciences			
• Sociology of Funeral Service	0.20	0.20	0.20
• Funeral Service Psychology and Counseling	0.20	0.20	0.20
• History of Funeral Directing and Embalming	0.13	0.13	0.13
• Communication Skills	0.20	0.20	0.20
d) Legal, Regulatory, and Ethical			
• Business Law	0.20	0.20	0.20
• Funeral Service Law	0.20	0.20	0.20
• Ethics	0.20	0.20	0.20
• Federal Trade Commission	0.20	0.20	0.20
e) Electives (If additional subjects are offered, exclusive of the above four areas which are directly associated with the funeral service education degree program, list here). N/A			
f) Administrator or person in charge of the funeral service education department, program or curricula.			
• Dr. José Luis Moreno, Program Coordinator			

g) Other Staff (list those directly associated with the funeral service education program(s):

	2014	2015	2016
• Cynthia Escatel	1	1	1

20.b FACULTY PREPARATION AND ASSIGNMENTS:**Felix B. Gonzales, Assistant Professor**

E D U C A T I O N				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
BM Ed	Our Lady of the Lake College	1969	Music Education	Education (All Levels)
AMS	San Antonio College	1984	Mortuary Science	-
MSHP	Southwest Texas State University	1988	Allied Health Administration	Allied Health Education

W O R K E X P E R I E N C E		
FROM	TO	BUSINESS NAME
1973	1977	Max Martinez Mortuary
1977	1986	Roy Akers Funeral Chapels
1985	Present	San Antonio College
1988	Present	Porter Loring Mortuaries
1994	1998	Treviño Funeral Homes

Professional Credentials

- Funeral Director Texas License 8475
- Embalmer Texas License 8475

T E A C H I N G A S S I G N M E N T S – F A L L 2 0 1 6				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1301	Contemporary Funeral Service Practices	2	6	15
MRTS 2447	Technical Procedures II	3	12	5

Other Duties:

- Various Department ad hoc College committees
- Student academic advisor

20.b Faculty Preparation and Assignments:

Mary E. Allen-Martin, Professor

E D U C A T I O N				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
BS Ed	Stephen F. Austin State University	1985	Physical Education/Dance	Health Education
MA	University of Texas at San Antonio	1990	Higher Education	Physical Education
AAS	San Antonio College	1994	Mortuary Science	-
AA	San Antonio College	2006	Liberal Arts	-

W O R K E X P E R I E N C E		
FROM	TO	BUSINESS NAME
Childhood	Present	Dickie Allen Funeral Service
1992	1996	Mission Park Funeral Chapels North
1996	Present	San Antonio College
2001	2002	Max Martinez Mortuary
2002	2002	Wickliffe Mortuary Transportation
2003	2005	American Mortuary/Bexar County Mortuary Services
2005	2008	Meadowlawn & American Mortuary
2006	2008	River City Funeral Home
2011	Present	Schertz Funeral Home

Professional Credentials

- Funeral Director Texas License 10944
- Embalmer Texas License 10944

T E A C H I N G A S S I G N M E N T S – F A L L 2 0 1 6				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1272	Funeral Service Board Prep I	2	4	15
MRTS 1273	Funeral Service Science Board Prep II	1	2	15
MRTS 2432	Human Anatomy	3	15	5

Other Duties:

- Various Department ad hoc College committees
- Student academic advisor
- University liaison

20.b Faculty Preparation and Assignments:

Mary Mena, Professor

E D U C A T I O N				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
AMS	San Antonio College	1988	Mortuary Science	-
BAAS	Southwest Texas State University	1994	Applied Arts and Sciences	-
MSIS	Southwest Texas State University	1997	Interdisciplinary Studies	-

W O R K E X P E R I E N C E		
FROM	TO	BUSINESS NAME
1988	1999	The Angelus Funeral Home
1999	Present	San Antonio College
2001	Present	Porter Loring Mortuaries

Professional Credentials

- Funeral Director Texas License 9606
- Embalmer Texas License 9606

T E A C H I N G A S S I G N M E N T S – F A L L 2 0 1 6				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1286	Funeral Service Internship	2	4	15
MRTS 1330	Funeral Service Internship Orientation	3	9	15
MRTS 2286	Funeral Service Internship II	1	2	15
MRTS 2342	Mortuary Management II	1	3	15

Other Duties:

- Various Department ad hoc College committees
- Student academic advisor
- Rho Sigma Gamma advisor

20.b Faculty Preparation and Assignments:

Darrell R. Woody

EDUCATION				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
AAS	George Washington University	2006	Medical Laboratory Technology	-
AAS	San Antonio College	2007	Mortuary Science	
BAAS	Incarinate Word University	2012	Biology	
MA	Incarinate Word University	2013	Organization Development	

WORK EXPERIENCE		
FROM	TO	BUSINESS NAME
1985	2006	U.S. Army-Active Duty
2006	2015	U.S. Army-Contractor
2004	2016	Sutton-Sutton & Woodard Funeral Home
2016	Present	San Antonio College

Professional Credentials

- Funeral Director Texas License 113053
- Embalmer Texas License 113053

TEACHING ASSIGNMENTS – FALL 2016				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1342	Mortuary Management I	2	6	15
MRTS 2445	Technical Procedures I	3	12	5

Other Duties:

- Various Department ad hoc College committees

20.b Faculty Preparation and Assignments:

Amady Gbaja-Biamila Bell, Adjunct Instructor

E D U C A T I O N				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
M.Ed.	Texas A&M San Antonio	2011	Special Education	
BAAS	Texas A&M San Antonio	2009	Sociology	
AAS	San Antonio College	2005	Mortuary Science	-

W O R K E X P E R I E N C E		
FROM	TO	BUSINESS NAME
2001	2016	Lewis Funeral Home
2016	Present	Collins Funeral Home
2016	Present	San Antonio College

Professional Credentials

- Funeral Director Texas License 111954
- Embalmer Texas License 111954

T E A C H I N G A S S I G N M E N T S – F A L L 2 0 0 9				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE LAB SIZE
MRTS 2342	Mortuary Management II	1	3	15

Other Duties:

- N/A – Adjunct Instructor

20.b Faculty Preparation and Assignments:

Uzzielita I. Bell, Adjunct Instructor

EDUCATION				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
MA	University of Texas San Antonio	2009	English as a Second Language	
BA	University of Texas San Antonio	2006	Spanish	
AAS	San Antonio College	2000	Mortuary Science	-

WORK EXPERIENCE		
FROM	TO	BUSINESS NAME
2007	2009	Judson Independent School District
2008	Present	Collins Funeral Home
2016	Present	San Antonio College

Professional Credentials

- Funeral Director Texas License 11587
- Embalmer Texas License 11587

TEACHING ASSIGNMENTS – FALL 2016				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1301	Contemporary Funeral Service Practices	1	3	15

Other Duties:

- N/A – Adjunct Instructor

20.b Faculty Preparation and Assignments:

Catherine W. Smithpeter, Adjunct Instructor

E D U C A T I O N				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
BA	Texas A&M College Station	2004	Anthropology	History
AAS	San Antonio College	2005	Mortuary Science	-

W O R K E X P E R I E N C E		
FROM	TO	BUSINESS NAME
2004	2010	Service Corporation International
2014	Present	Tres Hewell Mortuary
2016	Present	San Antonio College

Professional Credentials

- Funeral Director Texas License 112534
- Embalmer Texas License 112534

T E A C H I N G A S S I G N M E N T S – F A L L 2 0 1 6				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1342	Mortuary Management I	1	3	15

Other Duties:

- N/A – Adjunct Instructor

20.b Faculty Preparation and Assignments:

Francisco E. Solis, Professor

E D U C A T I O N				
DEGREE	INSTITUTION	DATE	MAJOR	MINOR
BA	St. Edward's University	1986	English-Writing	Literature
JD	University of Texas at Austin	1989	Business Law	Family Law
AAS	San Antonio College	1995	Mortuary Science	-

W O R K E X P E R I E N C E		
FROM	TO	BUSINESS NAME
1989	1996	Treviño Funeral Homes
1996	1997	SCI – San Antonio, TX
1997	1999	Castillo Mission Funeral Home
1999	2002	Alderwoods Group – San Antonio, TX
1999	Present	San Antonio College

Professional Credentials

- Funeral Director Texas License 11168
- Embalmer Texas License 11168

T E A C H I N G A S S I G N M E N T S – F A L L 2 0 1 6				
COURSE NUMBER	COURSE NAME	SECTIONS	WEEKLY HOURS	AVERAGE CLASS SIZE
MRTS 1342	Mortuary Management I	1	3	15
Director of Learning Assessment			12	

Other Duties:

- Various Department ad hoc College committees

20.c CURRICULUM OVERVIEW

Associate of Applied Science Degree Plan

Degree Requirements (Total Credit Hours 60)

Semester 1

- [MRTS 1301 - Contemporary Funeral Service Practices \(3 credit hours\)](#)
- [MRTS 1330 - Funeral Service Internship Orientation \(3 credit hours\)](#)
- [MRTS 1342 - Mortuary Management I \(3 credit hours\)](#)
- [ENGL 1301 - Composition I \(3 credit hours\)](#)
- [PSYC 2301 - General Psychology \(3 credit hours\)](#)

Semester 2

- [MRTS 1225 - Thanatochemistry \(2 credit hours\)](#)
- [MRTS 2342 - Mortuary Management II \(3 credit hours\)](#)
- [MRTS 2335 - Mortuary Jurisprudence \(3 credit hours\)](#)
- [BIOL 2404 - Human Anatomy and Physiology \(4 credit hours\)](#)
- [PSYT 1325 - Death and Dying \(3 credit hours\)](#)

Semester 3

- Required Elective - Select one course (3 credit hours) from the following
[Language, Philosophy & Culture \(40\) Core](#) *or* [Creative Arts \(50\) Core](#)

Semester 4

- [MRTS 2432 - Human Anatomy \(4 credit hours\)](#)
- [MRTS 1286 - Internship-Funeral Services and Mortuary Science \(2 credit hours\)](#)
- [MRTS 1272 - Funeral Service Arts Board Preparation \(2 credit hours\)](#)
- [MRTS 2445 - Technical Procedures I \(4 credit hours\)](#)
- [SPCH 1311 - Introduction to Speech Communication \(3 credit hours\)](#)

Semester 5

- [MRTS 2447 - Technical Procedures II \(4 credit hours\)](#)
- [MRTS 1273 - Funeral Service Sciences Board Preparation \(2 credit hours\)](#)
- [MDCA 1302 - Human Disease / Pathophysiology \(3 credit hours\)](#)
- [ENGL 1302 - Composition II \(3 credit hours\)](#)

INTRODUCTION AND HISTORICAL OVERVIEW

San Antonio College was first established as a junior college in 1925 under the auspices of the University of Texas. San Antonio College evolved into a comprehensive community college in the late 1960s. It is now part of the Alamo Colleges District, along with four sister campuses: St. Philip's College, Palo Alto College, Northwest Vista College, and Northeast Lakeview Campus. In addition to continuing and developmental education, San Antonio College provides general education, liberal arts and sciences, and career education. The College offers a diverse array of degree programs—ranging from Fire and Arson Investigation to Financial Management. Besides a number of specialized agencies, San Antonio College is accredited by the Southern Association of Colleges and Schools.

Since the last accreditation visit the Alamo Colleges have organized all programs and courses into six Alamo Institutes that match student's areas of interest with career goals. The aim was to give each student a clear path to the career goal that they have in mind. These institutes were implemented as a road map of the courses needed to complete a program, and receive guidance and support to help students focus on the plan and complete a degree. The Mortuary Science Program is now part of the Protective Service Department composed of Fire Science, Emergency Management, and Homeland Security.

STANDARD 1: SPONSORSHIP

Description

[San Antonio College](#) (SAC) was established as University Junior College in September, 1925 under the auspices of the University of Texas. The following year, control of the college was transferred to the San Antonio Independent School District, and the name was changed to San Antonio Junior College. Following state legislation authorizing junior college districts, the San Antonio Union Junior College District was formed in 1945. The district assumed control of San Antonio College in 1946. In 1951 enrollment was 5000 students. [The Southern Association of Colleges and Schools](#), the regional accreditation agency, granted accreditation to the College in 1955. Since 1955 the College has been in good standing with SACS.

San Antonio College currently operates under the aegis of the Alamo Community College District. SAC is one of four separately accredited colleges which comprise the ACCD. A fifth college, Northeast Lakeview College, is currently in the process of accreditation. Preliminary reports indicate that the approval is forthcoming. [Enrollment](#) reported as of fall 2015 was 18,248. San Antonio College is the largest single-campus community college in Texas.

San Antonio College is committed to excellence and to helping students reach their full potential by developing their academic competencies and by providing for and supporting the educational and lifelong learning needs of a multi-cultural community.

Analysis

[The Mortuary Science](#) Program is one of the College's unique programs. The College Administration is aware of the importance of the Program and responds in every way possible to support its aims and objectives. Consideration is always given to enhancing the learning opportunities of the Mortuary Science students. The faculty and administration work together to develop educational and facilities plans to meet Program needs. The Texas Higher Education Coordinating Board designated the Mortuary Science Program as [exemplary](#). The program has maintained the exemplary status since 2008.

The College has an ongoing review process. However, this process is itself undergoing revision and will be on a three-year cycle rather than the five-year cycle. In its last [Academic Unit Review 2006-2010](#), the Mortuary Science Program was given a rating of approved for five years. The Program is currently awaiting the results of the most recently submitted [Unit Review 2010-2015](#).

Projection

It is anticipated that San Antonio College administration will continue to support the Mortuary Science Program.

STANDARD 2: ORGANIZATION AND ADMINISTRATION

Description

San Antonio College (SAC) is an individually accredited community college within the [Alamo Colleges](#), officially known as the [Alamo Community College District](#). The college district name changed during the 2008-2009 school year. Five separate campuses are included in the district. The district is headed by [Chancellor Bruce H. Leslie](#), and a variety of [Vice-Chancellors](#) who assist him in managing the business of the educational organization.

[Dr. Robert Vela, Jr.](#), is President of [San Antonio College](#), and [Dr. Jothany Blackwood](#) is Vice-President of Academic Success. In addition, there is a [Vice-President of College Services and a Vice-President of Student Success](#). Dr. Stella Lovato and Dr. Lisa Alcorta, respectively, hold those positions. A dean is responsible for each of the six divisions of the college. Dr. [Conrad Krueger](#) heads the Division of Arts and Sciences. [Dean Vernell Walker](#) heads the Division of Professional and Technical Education and oversees the Mortuary Science Program. An [organizational chart](#) delineates the various personnel within each division.

The Mortuary Science Program is within the [Department of Protective Services](#). [Martin Davila](#) is the Chair. [Dr. José Luis Moreno](#) is the Coordinator of the Mortuary Science Program. All the persons mentioned by name above have ascended to the various administrative positions, including the President, from earlier positions as administrators and/or faculty at San Antonio College.

The [College Council](#) meets once a month and is currently chaired by the President. Curricular and procedural changes are submitted from subcommittees to the Council for final approval. The Council meetings are used as a forum to discuss collegiate issues. The Council membership is comprised of all departmental chairs, the [Faculty Senate](#) Chair, Chair of the [Chair's Council](#), President of the [Student Government](#), [Staff Council](#), Chairs, Deans, Directors, and other individuals that are in positions that are relevant to the College Council.

In addition, the Department Chairs in the Professional and Technical Education division meet on a monthly basis most of the year. There are also Joint Chairs' Meetings involving all Department Chairs at least once a semester and more often as needed.

Communication flows efficiently through the various levels of administration. Faculty and staff are involved in matters that affect them. There are many opportunities for faculty and staff to provide input prior to decisions being made in the institution.

Analysis

Faculty are included in all processes such as curriculum review, program review, budgetary development, and institutional effectiveness. Faculty and staff serve on each of these committees. Student representatives are also involved in committees such as advisory groups and hiring committees for administrators.

Program meetings are held in a timely manner to ensure that information and feedback is provided after each Professional and Technical Chairs' Meeting.

Financial and administrative support is provided to the Mortuary Science Program by the Department Chair, Dean and President. A philosophy of "servant leadership" is practiced by many of the administrators which lead to efforts to be sensitive to programmatic needs and to exhibit respect for the academic integrity of the faculty. Faculty are considered to be the discipline specialists in their field, and efforts are made to provide full support of their academic endeavors.

Projection

The Program has identified shared governance within the college as a strength. The program is awaiting the analysis of its unit review. Therefore, supporting documentation based on that review is forthcoming from the [Division of Integrated Planning and Performance Excellence](#) (IPPE).

STANDARD 3: AIMS AND PURPOSES

Description

The nature of the Program is expressed in its [Statement of Aims and Objectives](#).

The aims of the Program are:

The Mortuary Science Program of San Antonio 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, provincial/territorial, and local regulatory guidelines in the geographic area where they practice; as well as
5. professionals sensitive to the responsibility for public health, safety, and welfare in caring for human remains.

Objectives of the Program are to:

1. to enlarge the background and knowledge of students about the funeral service profession;
2. to educate students in every phase of funeral service and to help enable them to develop proficiency and skills necessary for the profession;
3. to educate students concerning the responsibilities of the funeral service profession to the community at large;
4. to emphasize high standards of ethical conduct;
5. to provide a curriculum at the post- secondary level of instruction; and
6. to encourage student and faculty research in the field of funeral service.

[Mission Statement](#) of San Antonio College

San Antonio College will provide responsive education through excellence, accessibility, and diversity. San Antonio College is a public community college that provides and supports the educational and lifelong learning needs of a multicultural community. As a leader in education, San Antonio College is committed to excellence in helping students reach their full potential by developing their academic competencies, critical thinking skills, communication proficiency, civic responsibility, and global awareness.

Analysis

The Mortuary Science Program at San Antonio College participates in the systematic evaluation of the Program's aims and objectives. The Student Learning Outcomes ([SLOs](#)) for each course are mapped to the Course Student Learning Outcomes ([CSLOs](#)) and the CSLOs are then mapped to Program Student Learning Outcomes ([PSLOs](#)).

As the assessment occurs faculty enter the [results of the assessment](#). During the fall and spring semesters [faculty](#), both individually and as a program, meet to review the overall attainment of [Program Student Learning Outcomes](#). At this time faculty make decisions regarding the performance of the overall Program Student Learning Outcomes and make recommendations about any changes that could be made to improve student success; for example, offering face-to-face evening sections in lieu of online courses.

Projection

The faculty are confident that Program effectiveness in teaching will be maintained with ongoing assessment and measurement. The Program will continue to participate in [Student Learning Assessment Cycle](#) as established by the Division of Integrated Planning and Performance Excellence (IPPE).

The faculty are confident that Program effectiveness will be maintained with ongoing assessment and development measures. All of us as a unit will continue to review the strategic plan at least twice annually and report updates on progress in [WEAVE](#), the college's strategic planning software. At the beginning of each fall semester, the unit strategic aims and objectives are revised and published in the San Antonio College [eCatalog](#) and Program's [website](#).

STANDARD 4: ADMINISTRATIVE PRACTICES AND ETHICAL STANDARDS

Description

The principal source document which contains personnel policies and procedures can be found on page 54 of the 2015-2016 San Antonio College [Faculty Handbook](#). In addition to data regarding [equal opportunity](#), [due process for faculty](#), and [grievance procedures](#), the online documents provide various procedures which are prescribed in the completion of forms and documents which are essential to such topics as requests for [promotion in academic rank](#) and for [tenure](#).

Student policies are found in two principal online publications: the [San Antonio College Catalog](#) and the [Student Handbook](#). Such topics as [due process](#) for students, [grievance procedures](#), [disciplinary policies](#), and [sexual harassment policies](#) are found within online publications.

Official student records are maintained by the [Office of Admissions and Records](#), headed by the Director, J. Martin Ortega. All academic records are in his custody and are secure from tampering and damage. Additionally, pertinent academic data are accessible by means of computer for purpose of advisement. Security is built into the system so that information can only be read and not input or altered.

Analysis

Policies and procedures as they relate to faculty and students alike are very closely followed. Faculty is represented when necessary by a neutral ombudsman who serves to mediate in disputes. Students enjoy a multi-level source of appeal to ensure that responsiveness to grievances is not compromised.

Additionally, various components of student support services assist students to pursue their careers without obstacles. [disABILITY Support Services](#), for example, oversees compliance with the Americans with Disabilities Act.

Projection

At this time the Program has not identified any discrepancies.

STANDARD 5: FINANCE

Description

San Antonio College is one of five campuses in the [Alamo Community College District](#). The operating budget of each of the five colleges is part of the [District's budget](#). The College's budget does not include the centralized support services of Fiscal Affairs, Maintenance, Custodial, Security, Information Systems, Human Resources, and Purchasing.

The College has a Vice-President of College Services, Dr. Stella Lovato, who is responsible for establishing a system of budget development related to planning. The College planning process is comprehensive and inclusive, and it is the primary tool used to evaluate the institution's Institutional Effectiveness.

The planning process asks units to evaluate data related to unit-specific measures of effectiveness as well as data related to core measures which have been identified by the Division Dean. Based on that evaluation, the unit in consultation with the Dean, develops action plans with associated costs, if any, which become part of the development of the subsequent year's budget development.

Units also identify "ongoing activities" which have been funded. These "ongoing activities" are those which are fundamental to the unit's mission and include administrative and instructional activities.

Analysis

The [FY 2016 operating budget](#) of San Antonio College is [\\$67,395,069.00](#). The operating [budget](#) for the Mortuary Science Program is \$610,551.81. This number includes personnel. In addition to the operating budget, the department makes instructional technology requests to the Division Dean, Vernell Walker.

Projection

The College will continue to underwrite the ongoing expenses and future expansions of the Program.

STANDARD 6: CURRICULUM

Description

The degree requirements for the Associate in Applied Science in Mortuary Science are found in the San Antonio College [E-Catalog](#) and linked to the [Mortuary Science](#) web page. The degree is presented in a well-organized manner and follows a logical sequence. Each course in the curriculum is assigned semester credit hours according to the stipulations of the Texas Higher Education Coordinating Board (THECB). Objectives for each course are included in the respective course [syllabi](#), and they faithfully parallel the objectives stated in the American Board curriculum outlines. All course pre-requisites and co-requisites are clearly stated in the E-Catalog and [course descriptions](#) listed on the Mortuary Science web page.

The Program meets all requirements established by the THECB for awarding the associate degree in addition to those requirements of the American Board. Sixty semester credit hours (SCH) are divided appropriately into general education coursework and courses concentrating in funeral service education. Not less than 25% of the curriculum is general education.

The requirements for the funeral service education program at San Antonio College include:

(1) public health and technical	14 SCH
(2) business management	16 SCH
(3) social sciences/humanities	6 SCH
(4) legal/ethical/regulatory	5 SCH
(5) general education (>25%)	<u>19 SCH</u>
Total	60 SCH

The academic progress of students is assessed frequently within each course in the curriculum. Examinations in primarily lecture classes usually number five or six, and the timing of exams is such that half the assessments occur prior to mid-semester and the remainder afterwards. In this manner, a student's progress can be measured within an identifiable time frame. Grades are not averaged in any Mortuary Science Program course. Instead, students accumulate points toward a minimum number equivalent to a letter grade. The faculty believe that averaging can be confusing and can lack providing an accurate picture of the students' level of achievement. However, students can relate to savings accounts, and the points system is presented to them as a method of saving points.

Analysis

The current curriculum has been in place since the last on-site team visit by the American Board. The effectiveness of the curriculum has been consistently evaluated throughout the last seven years and has been only slightly modified.

Public Health and Technical

MRTS 2432	Human Anatomy	4 SCH
MRTS 1225	Thanatochemistry	2 SCH
MRTS 2445	Technical Procedures I	4 SCH
MRTS 2447	Technical Procedures II	4 SCH

Embalming Case Requirement

Students attain the ten required embalming cases in Technical Procedures I (MRTS 2445) a course with lecture and lab components. Maximum enrollment in a lecture is 15 students, while each lab is limited to five students. The documentation for each embalming activity includes a Department [embalming case report form](#), [written authorization to embalm](#), and a [Student Embalmer Training Report](#). One grade is assigned for the course; *viz.*, the lecture and lab are not separate grades. A student who excels in lecture but does not demonstrate competency in lab is not given a passing grade. It is in this course that certification of embalming competencies occurs. The student's competencies are assessed at the [beginning](#) of the course and again at the [end of the course](#). The [Student Embalmer Training Report](#) is used to record demonstrated skills, thereby establishing that the student has met the standard for graduation.

Internship students in off-campus settings work under the direct supervision of embalmers licensed by the State of Texas. These sites are affiliated with the College by [memorandum of agreement \(MOA\)](#), and the affiliation provides for liability, property, and accident insurance. In addition, the contract sets forth provisions to assess, retain or dismiss, and supervise students. The off-campus sites agree in the affiliation contract to operate under all federal, state, and local laws. In observance of Texas law, at no time is a licensee supervising more than two students. To facilitate this compliance, the Program never schedules more than two students during any intern shift at one time. The same documentation which is required for the MRTS 2445-Technical Procedures I (Embalming) course is also required for the Internship. The [Student Embalmer Training Report](#) identifies 25 tasks which are duties of an embalmer. Of these 25, nine are considered critical skills and six of the nine critical skills must be demonstrated and documented to receive credit as required by the Program. On-site visits to off-campus sites are made routinely by a faculty assigned to the Internship program.

Students participate in an on-campus course in which the application of restorative art principles is practiced in a laboratory setting. This course consists of lecture and lab components and is designated in the curriculum as Technical Procedures II (MRTS 2447). Maximum

enrollment in a lecture is fifteen students, while each lab is limited to five students. Because affiliation agreements are in place, the instructor has the opportunity to conduct instruction in application of restorative art techniques and principles in a realistic setting.

Business Management

MRTS 1342 Mortuary Management I	3 SCH
MRTS 2342 Mortuary Management II	3 SCH
MRTS 1301 Contemporary Funeral Service Practices	3 SCH
MRTS 1330 Funeral Service Internship Orientation	3 SCH
MRTS 1272 Funeral Service Arts Board Prep I	2 SCH
MRTS 1273 Funeral Service Sciences Board Prep	2 SCH

Social Sciences/Humanities

PSYT 1325 Death and Dying	3 SCH
Humanities (Required Elective)	3 SCH

Legal/Ethical/Regulatory

MRTS 2335 Mortuary Jurisprudence	3 SCH
MRTS 1286 Internship-Funeral Services and Mortuary Science	2 SCH

General Education

BIOL 2404 Human Anatomy/Physiology	4 SCH
ENGL 1301 Composition I	3 SCH
ENGL 1302 Composition II	3 SCH
PSYC 2301 General Psychology	3 SCH
MDCA 1302 Human Diseases/Pathophysiology	3 SCH
SPCH 1311 Introduction to Speech Communication	3 SCH

Projection

The curriculum will continue to be evaluated and modified when necessary. [National Board scores](#), [student surveys](#), and changes made to courses outside the Program are considerations taken in curriculum evaluation.

Preceptors in the internship program (MRTS 1330 and MRTS 1286) are trained by using a training manual which was approved by the ABFSE during the last accreditation visit (April 2010). The Program will continue to evaluate and modify this training program for efficiency and effectiveness.

STANDARD 7: FACULTY

Description

Presently, the [Mortuary Science Department faculty](#) are nine in number:

Tenured and Full-time

José Luis Moreno, PhD, Coordinator, Associate Professor, FD/EMB
 Mary Allen-Martin, MA, Professor, FD/EMB
 Felix B. Gonzales, MSHP, Assistant Professor, FD/EMB
 Mary H. Mena, MSIS, Professor, FD/EMB
 Darrell Woody, MA, Instructor, FD/EMB

Adjunct

Amadi G. Bell, MEd, Instructor, FD/EMB
 Uzzielita I. Bell, MA, Instructor, FD/EMB
 Francisco E. Solis, JD, Professor, FD/EMB
 Catherine Whitwell Smithpeter, BA, Instructor, FD/EMB

Class enrollment for all Mortuary Science courses ranges from a minimum of 12 to a maximum of 15, with an occasional over-enrollment of three students in some course sections. On-campus and off-campus lab enrollments for MRTS 2445 Technical Procedures I (Embalming) and MRTS 2447 Technical Procedures II (Restorative Art) are set at a ratio of 1:5. The ABFSE standard for embalming labs is five; therefore, we are in compliance. Enrollment in human anatomy labs is set at three or four students per cadaver dissection station. The number of course sections offered varies from semester to semester, depending on need based on total enrollment.

Faculty are selected in a procedure which begins with the published announcement of position availability. Application packets are submitted by applicants to the Alamo Colleges [Human Resources Department](#). Subsequently, these packets are forwarded to the Program Coordinator and Department Chairperson.

Each applicant is carefully screened to ensure that each meets Alamo Colleges and American Board qualifications. A faculty selection committee further screens applicant packets. Objective criteria are established by the committee, and a pre-interview screening occurs.

Candidates that emerge from the committee screening are then scheduled for an interview. The process involves an interrogation related to pre-determined subjects. A candidate, for example, may be asked to comment on a self-assessment of strengths and weaknesses, possible contributions to postsecondary education, relating field experience to the classroom, etc. Additionally and quite significantly, an instructional unit in funeral directing and one in embalming are predetermined by the committee. Each candidate is informed in advance of the instructional units that may be required, and each will be required to deliver a set of instructional objectives for the units chosen by the committee. The same instructional objectives are assigned to each candidate for a fair assessment. Candidates for selection then meet with the Program Coordinator and ultimately with the President of the College.

[Teaching assignments](#) may vary from one semester to another. However, each faculty member is recognized for strengths and experience in a particular area, and this recognition results in the designation of primary faculty in a particular area. Nonetheless, the Coordinator will on occasion assign a new teaching assignment from the curriculum for cross-training. This is done to ensure smoothness of Program continuity and coverage of each course in the event that an individual is not able to teach his/her typical assignment, such as might result from illness or a lengthy absence. The Coordinator and faculty discuss teaching assignments in advance of forthcoming semesters or sessions.

There are several venues for [faculty development](#) opportunities. The College participates in a District-wide employee development day in the fall and spring semesters. Topics include instructional issues as well as student success. There are no classes on these days so that a majority of faculty and staff members can participate. Other development opportunities are ongoing throughout the year. Among these are sessions sponsored by the Department of Media Services and the Department of Instructional Technologies. Media Services makes webinar and satellite broadcasts available. These broadcasts are announced well in advance and include panels, presentations, and speakers addressing a diverse range of subjects related to higher education. Likewise, Instructional Technologies prepares and delivers a broad program for those educators desirous of improving distance learning strategies and methodologies. The foregoing are all provided at no cost to attendees. Yet other faculty development opportunities are various tuition-assistance programs to enable faculty to earn additional university credits in their teaching areas, thereby making it possible to advance in academic rank. Grants in various amounts are also offered for those wishing to participate in special projects.

Faculty assist the Coordinator in the evaluation and planning of Program operations. The [Academic Unit Review](#) process examines each unit within the College on a three-year cycle. This review assesses the effectiveness of each unit according to a set of standards established to parallel the accreditation standards of the [Southern Association of Colleges and Schools](#), which is recognized as the agency conferring regional accreditation. Preparation of the data and narrative for the Academic Unit Review are done collaboratively by faculty and is in effect a self-study within the College. Changes to the curriculum are initiated by faculty in response to a need identified by them, or in response to [student/graduate](#) surveys or [Department Advisory Committee](#).

Additionally, faculty are consulted and actively involved in developing the budget with regard to staffing, operation funding, and equipment acquisition.

Analysis

The Mortuary Science Department adheres to [policies and procedures](#) set by San Antonio College and the Alamo Community College District. These policies and procedures are available online and may be downloaded either in whole or in part. District legal department thoroughly reviews these documents to ensure that there are no conflicts with superseding laws.

[Faculty evaluations](#) are an element of policies and procedures. Faculty are [evaluated by students](#) at the end of each semester. Subsequently, faculty receive a summary of comments and ratings. These are then discussed with the Program Coordinator and are considered in application for promotion in academic rank.

Presently, faculty members are carrying at least the minimum of fifteen semester credit hours. Demand for additional course sections may result in overload compensation. This compensation is based on an objective schedule that reflects the following:

1. Professional class - the educational level of the faculty member;
2. Step - the length of service to the College and the District;
3. Teaching assignment load;
4. Pay rates for lecture hour and/or laboratory hour.

The Program is provided clerical support by a staff member whose designated title is Student Success Generalist and one work-study student to assist with non-instructional tasks.

In Fall of 2014, a full-time faculty member was asked to assist the College at an administrative level, and his faculty status became that of adjunct. In Spring of 2015, the Program hired a full-time adjunct faculty to replace the previous full-time faculty. In Spring of 2016, the hiring process began for a permanent full-time faculty, and the new full-time faculty began Fall 2016.

Projection

The Program continues to seek two additional positions. If granted, these positions would better serve students in the Mortuary Science computer lab and in the operation of the on-campus Embalming lab, Anatomy lab, and Restorative Art lab.

STANDARD 8: FACILITIES

Classrooms, Laboratories, Student Areas

Description

The [Mortuary Science Program](#) is located in the Nail Technical Center (NTC) on the San Antonio College campus. The NTC is a three-level structure that houses and accommodates various technical programs. The following is a description of the areas that are dedicated for exclusive use by the Program students, faculty, and staff.

The [restorative art lab](#) is spacious, has more than sufficient storage room, includes touch-free fixtures for hand-washing, and is well-lit with fluorescent and incandescent lighting. Movable cosmetic lights are provided to enhance instruction in cosmetics and color theory. Since enrollment in restorative art labs is limited to five students per section, there is just sufficient furniture to accommodate students and instructor. The lab is equipped with sundry instructional media, including a [3-D printer](#). As with all instructional areas, the lab is equipped with electronic media to allow for internet access and computer-assisted instruction. The room is designated as NTC 243.

The [human anatomy lab](#) area designated as NTC 242 can accommodate up to eight cadaver [dissection stations](#), although typically only two stations comprise a lab section. This is to ensure student safety and for quality delivery of instruction. The lab is equipped with a [nine-body refrigerator and an automated power-lift](#) for safe access to all three levels of the refrigerator. The lab operates under the aegis of the [State Anatomical Board](#) (SAB) and must comply with all statutory and regulatory requirements.

There is one [lecture classroom](#), NTC 241, with maximum seating for 18 students; however, there is space for additional, temporary seating. The classroom is tiered with fixed, lecture-hall type furniture; the other is movable student tables, and the chairs are ergonomically designed.

Located in NTC 234 is the “[Prep Room](#).” This room is used as an area for students to have a place to study and is also equipped with a refrigerator, microwave, and a coffee station for student use.

NTC 240, houses the [Anatomege Table](#). This device is a fully-segmented, 3-D anatomy system of a real human. Users can visualize anatomy and individual structures which are reconstructed in accurate 3-D.

The [computer lab](#), NTC 318, houses seventeen computer stations and 2 printers (color and black and white) for student use. There are 15 tables with 30 chairs in the center of the room. In this room there is a storage closet that is utilized by the Program.

The facilities include an operative [embalming lab](#) located in NTC 236. This area accommodates [two embalming stations](#), cabinetry for fluid and chemical storage, and as in the restorative art lab, hand-washing stations that are touch-free. The lab is generously equipped

with different models of embalming machines, an instrument bath for sanitation of armamentarium, and a full array of embalming instruments. The design and materials employed exceed all regulatory requirements. Complementing the embalming area are a separate [laundry/storage room](#), and a dressing and casketing area. In addition to the actual embalming lab, there is an [observatory](#) that can accommodate twenty-eight students. The areas are being fitted with a system that will enable the transmission of sound and video from the embalming stations to the observatory by means of two 54-inch plasma screens with sound. The embalming facility also provides for [locker/dressing rooms](#) for students who are participating in embalming procedures.

Yet another specialized area is the [merchandising room](#), NTC 231. It is furnished with student furniture, and the center is furnished for use as a mock arrangements conference area. [Caskets](#), cremation containers, and [sundry funeral merchandise](#) are shown using slotted wall displays and ample shelving. Additionally, there are two full-size caskets. The room includes an active telephone line for practice in receiving first calls and other funeral detail phone functions. There are also samples of the various types of grave markers as included in ABFSE curriculum outlines. To complement and support the merchandising area additional caskets are located in NTC 245.

The Program office suite, located in NTC 238 and 238A, houses the Student Success Generalist and the Program Coordinator. There is a workroom, NTC 235, for college work study students and one office, NTC 225, that is shared by two adjunct faculty comfortably. Each full-time tenure-track faculty is assigned a private office. Each office area is equipped with desktop computers that are loaded with more than sufficient software programs. All Program computer hardware is networked to increase efficiency.

Analysis

While [NTC 241](#) is designated and utilized as a classroom, the program must use other rooms as well to accommodate the number of classes. This may involve the use of [NTC 236](#), [NTC 231](#), and [NTC 318](#) to accommodate lecture classes.

Projection

Additional classroom space is needed.

OFF-CAMPUS FACILITIES

Description

Internship Sites	Affiliation Agreement	Licensed/Registered
Alamo Funeral Home	√	√
B&B Mortuary Service & Supply Co.	√	√
Brookehill Funeral Home	√	√
Camero Funeral Home	√	√
Castle Ridge Mortuary	√	√
Colonial Funeral Home	√	√
Cook-Walden Funeral Home	√	√
Delgado Funeral Home	√	√
Fort Sam Houston National Cemetery	√	√
Funeraria del Angel Roy Akers	√	√
Goetz Funeral Home	√	√
Hardin Mortuary Service	√	√
Hillcrest Funeral Home	√	√
Holy Cross Cemetery	√	√
Hurley Funeral Home- Pleasanton	√	√
King-Tears Funeral Home	√	√
La Paz Funeral Home	√	√
Lewis Funeral Home	√	√
M.E. Rodriguez Funeral Home	√	√
Meadowlawn Memorial Park & Crematory	√	√
Mission Park Funeral Chapels North	√	√
Mission Park Funeral Chapels South	√	√
Olinger-Saenz Mortuary	√	√
Palm Heights Mortuary	√	√
Providence Funeral Home	√	√

Internship Sites	Affiliation Agreement	Licensed/Registered
Puente & Sons Funeral Chapels	√	√
San Fernando Archdiocesan Cemetery #3	√	√
Schertz Funeral Home	√	√
Southwest Funeral Home	√	√
Sunset Funeral Home	√	√
Sunset Northwest Funeral Home	√	√
Sutton & Sutton Mortuary	√	√
The Angelus Funeral Home	√	√
Tres Hewell Funeral Home	√	√
Trevino Funeral Home- Cupples Rd.	√	√
Trevino Funeral Home- Palo Alto Rd.	√	√

All funeral homes that participate in the internship components (MRTS 1330 and MRTS 1286) of the Program are establishments licensed by the [Texas Funeral Service Commission](#). All locations are trained on course objectives through the use of a manual approved by the ABFSE during the prior visit on April 2003. Cemetery sites, although registered, are not required to be licensed by the State. Because of the close working relationship between the faculty and the personnel of the various internship sites that participate, the [affiliation process](#) is relatively easy. There is insurance in the amounts of [one-million dollars liability](#) for each individual occurrence and three-million dollars aggregate damage.

The most important consideration in the affiliation is that the student be able to gain adequate, meaningful, and reliable exposure.

Analysis

The Program is fortunate to have the cooperation it enjoys. The support that comes in varied forms is of inestimable help in the achievement of goals and objectives.

Projection

The Program will continue to seek additional internship sites.

STANDARD 9: LIBRARY/LEARNING RESOURCES

Description

The [library](#) is the hub for academic research at San Antonio College. Recently renovated, the library provides faculty, staff, and students in the Mortuary Science Program access to a comfortable, safe research environment where books, e-books, audiovisual material, and subscription [databases](#) may be accessed. The library is located on levels two, three, and four of the Moody Learning Center, and is approximately 100 yards from the Mortuary Science Program. The library organizes its holdings according to the Library of Congress classification scheme, and the records are available in the online catalog which may be accessed via the [library's homepage](#). As of June, 2016, the library provides access to 347,999 items. Included in this number are:

- 191,422 print books
- 74,582 government documents
- 3,521 DVDs and videos
- 39,563 e-books
- 38,911 e-journals

The library provides San Antonio College students, faculty, and staff access to [127 databases](#) which may be accessed from any of the sixty computers located on level two of the library. The databases provide access to millions of full-text articles published in magazines, newspapers, and peer-reviewed journals. The library's computers may also be used for any academic purpose including printing, accessing Alamo Colleges Education Services ([ACES](#)) and [Canvas](#), and searching and browsing the Web. Off-campus access to all of the library's subscription databases is available 24 hours a day, seven days a week from the library's homepage at <http://www.alamo.edu/sac/library>.

Mortuary Science students, faculty, and staff needing assistance using the library's resources may ask for help at the reference desk located on level two. The reference desk is staffed by librarians during the hours the library is open, including weekends and evenings. During the fall and spring semesters, the library is open for a total of 64 hours each week. Hours of operation vary during the May inter-session and summer semesters, and those [hours](#) are posted online.

Individuals off campus needing research assistance may call and speak with a librarian at the Reference desk during the library's hours of operation. Additionally, students may click on the "[Ask a Librarian](#)" link on the homepage to email questions or to chat with a librarian.

When a Mortuary Science student or faculty member needs a journal article or book that the library does not own, the library will acquire the item through an interlibrary loan (ILL)

service. Requested print items generally arrive in 7–21 days depending upon the geographic location of the lending library. Journal articles may be acquired in as little as one day.

The library has six group study rooms on each of the three floors, providing a total of 18 study rooms in all. Groups of two or more students may check out a study room for three-hour periods when the library is open.

Mortuary Science faculty are encouraged to recommend items to add to the library's collection. Faculty may contact [Tom Bahlinger](#), the library liaison to the Mortuary Science Program, to suggest books, documentaries, or DVDs that support the curriculum.

The San Antonio College library has established [policies and procedures](#) to aid in acquiring materials to keep the collection current on new theories and techniques in the field of mortuary science. The library's mortuary science collection supports study, research, and teaching required by the Program.

The third floor of the library houses the circulating collection. Up to ten items may be checked out at one time. Books check out for three weeks, and audio-visual materials check out for one week. Checked-out items may be renewed at the [library's homepage](#).

Level four contains the reserve collection which consists of current textbooks that academic departments bring to the library. Students may check out textbooks for two-hour periods. The fourth floor also provides a large, quiet, and safe study area for students.

Analysis

The library provides Program faculty and staff with access to more information than ever before. Twenty-four hour access to the library's online catalog and databases allows students and faculty to browse the library's holdings as well as find full-text magazine, newspaper, and journal articles from any computer in the world that has Internet capabilities.

Program faculty may take students to the library for instruction in two electronic classes. A librarian will instruct the students in research and critical thinking skills in a hands-on learning environment.

Projection:

Program faculty will continue to work closely with the library staff in recommending books, journals, and video recordings for purchase.

The library liaison, [Tom Bahlinger](#) will continue to work closely with Department faculty by notifying them of new data bases and services that may become available.

STANDARD 10: STUDENTS

A. ADMISSIONS

Description

As an [open admissions](#) institution of higher education, San Antonio College admits students without regard race, religion, gender, national origin, age, disability, veteran status, genetic information or sexual orientation. The open door admissions policy ensures that every person has the opportunity to access a college education. There are no minimum admissions requirements (i.e. minimum entrance scores, minimum GPA, or class ranking, etc.). The only requirement is completion of a high school diploma or GED. The student is responsible for providing appropriate admissions credentials as required by the [Office of Admissions and Records](#) to be admitted to the College. Students not meeting the admissions requirements will not be allowed to enroll.

Beginning Students

1. High School graduates must submit credentials to the Office of Admissions and Records
 - a. Submit official high school transcripts, including date of graduation or GED. Transcripts received become the permanent property of the College. Students not providing complete official transcripts will not be permitted to re-enroll in future semesters or receive an official SAC transcript.
 - b. Submit SAT, ACT or TSI and/or participate in the [College Assessment Program](#).
2. San Antonio College will not release student's official SAC transcripts until all admissions requirements are met.
3. Students applying for admission following completion of a home school equivalent to the high school level will be admitted as [Home School Admission graduates](#). In addition to the standard criteria for admission to the Alamo Colleges, home schooled students must present the following:
 - a. a signed, notarized record of the high school equivalent work completed and the date of graduation;
 - b. a final official high school transcript.
4. All students, unless waived, are responsible for meeting Texas Success Initiative ([TSI](#)) requirements.
5. Get the [Bacterial Meningitis vaccine](#) if applicable.
 - a. Texas state law ([SB 1107](#)) requires that all entering students, under the age of 22, show evidence of receiving a bacterial meningitis vaccination or booster dose during the five-year period prior to enrollment. The law allows for exemptions.
 - b. All necessary documents must be submitted to [Magnus Health](#), including a \$10 processing fee, prior to enrolling in classes. Additional information about

Magnus, and a link to their website, can be found on ACES under the “[Start Here](#)” tab.

6. Complete all of the necessary modules described in the [AlamoENROLL](#) checklist.
7. If applicable, take the [TSI](#) assessment at the San Antonio College [Assessment Center](#).
 - a. The [Assessment Center](#), located in the Fletcher Administration Center (FAC) Room 112, determines if transcripts contain appropriate college credits to meet the TSI requirement. A list of [TSI exemptions](#) can be found online.
 - b. Complete exam fee is \$32. Individual exam fee is \$12.
8. Take a refresher course in English and/or Math, if required.
 - a. Some students may be required to take a refresher course before proceeding with the enrollment process.
 - b. More information about [refresher courses](#) is available online.
9. Sign up for a New Student Orientation ([NSO](#)).
 - a. After the above enrollment steps are completed and have been processed, First Time in College Students (FTICS) must attend a mandatory [NSO](#) session.
 - b. NSO includes information about campus resources, a campus tour, and a small group advising session.
 - c. During NSO, the students will receive an individualized advisement for their first semester, and they will register for their first semester of classes.

[Transfer Students](#)

A student seeking to transfer to San Antonio College after attending another accredited college or university must:

1. Apply for admissions online through [ApplyTexas](#)
2. Submit transcripts in an official college sealed envelope or electronically. Transfer students must submit an official transcript from the last undergraduate college or university attended. Students submitting an **in-progress** transcript need to submit a completed transcript at the end of the semester. To ensure that all transferable credits are awarded, a student must submit all college or university transcripts with all grades posted.
3. Submit official SAT, ACT, or TSI scores, if applicable.
4. If no previous college or university courses were successfully completed to indicate adequate completion of college level work in math, reading and writing, the student must take a placement test through the [SAC Assessment and Testing Center](#).
5. Students who were placed on Academic Dismissal or Academic Suspension at their previous institutions and are seeking to transfer to the Alamo Colleges may petition for admission by following the policies outlined in the [Academic Dismissal Procedure](#). All students who fail to meet the academic criteria stated in the San Antonio College current catalog, students on Academic Dismissal (previously referred to as Enforced Scholastic Withdrawal), and students on Suspension from any

- institution must follow the admissions/readmissions procedures as described in the guidelines outlined under [Academic Dismissal](#) in order to be admitted.
6. Register for [orientation](#) if the student has less than 15 semester hours from a previous institution.
 7. Not knowingly falsify or suppress registration information or in other ways attempt to enter this college by fraudulent enrollment.
 8. Students seeking transfer credit from foreign institutions must submit official transcripts and evaluation by a member of the National Association of Credential Evaluation Services ([NACES](#)).
 9. All persons seeking admission holding non-immigrant visas will be processed as [international students](#). Applicants who do not currently hold a non-immigrant visa or who wish to change status from current visa may apply for admissions under an F-1 (Academic or Language) non-immigrant visa student. Applicants for F-1 student visas, or F-1 visa students transferring from a high school, college, or university in the United States, must submit an [ApplyTexas](#) application and the International I-20 Application.
International students who are transferring from a high school or equivalent, college, or university need to also look at the appropriate admission category to complete the needed steps for admission to a college in the Alamo Colleges District as well.

Applicants on an F-1 visa who wish to concurrently enroll with this institution must submit an ApplyTexas application for admissions and the International: Concurrent Application.

Applicants who currently hold a non-immigrant visa that are eligible to study in the United States must submit an ApplyTexas application for admissions and the International: Other Visa Application.

All international applicants must follow the admission steps outlined for their visa type on the [International Student webpage](#).

Specialized Requirements for Specific Programs

In addition to providing appropriate documents for formal admissions into the college, applicants must apply to the [Mortuary Science Program](#). Students must do the following no later than one month prior to the anticipated enrollment date:

1. Submit an [application](#) for admission to the Department.
2. Arrange for an admission interview with the department coordinator or a faculty advisor.
3. Provide proof of graduation from high school (or proof of GED).
4. Submit transcripts of previous college credits to the [Admissions and Records Department](#), if any.
5. Provide proof of a complete hepatitis vaccination series (or submit a Waiver/Declination form).

6. Present proof of entry-level competencies established by an acceptable assessment (such as TSI, etc.).
7. Present an advising card from an Institute specific Advisor. The Mortuary Science Program falls under the umbrella of [Business and Public Service Institute](#).

Analysis

The requirements for admission into the Program are not more restrictive than those of the College. It is the philosophy of the current faculty that as an institution of higher learning and as a community college every student should have the opportunity to explore an education in funeral service.

The requirement that each prospective student meet with a Mortuary Science faculty member is not intended to dissuade students from seeking an education in funeral service; instead, the interview is designed to aid students. In the interview students are guided to the proper offices to complete registration, counseled on proper course scheduling, and given general Program information. Therefore, all mortuary students meet with a faculty advisor during registration. Additionally, all first-time Mortuary Science students will be required to attend a program [orientation](#) after being interviewed and advised by our department. This is a mandatory one-day orientation session that is disclosed on the Mortuary Science application.

- Those students applying for any spring semester will attend a session during January.
- Those students applying for the summer II or the fall semester will attend a session during August.
- Confirmed dates and times of these sessions are emailed to the student's school email.

While the Alamo Colleges and San Antonio College continue to promote the Program through a number of media sources, the faculty continues to promote the program by attending high school functions, participating in community programs, and holding on-campus functions which allow students to visit classes.

The Program maintains a positive and cooperative alliance with the SAC Counseling Center as well as The Office of Outreach and Recruitment program through the [Tino and Millie Durán Welcome Center](#).

A. Attendance, Promotion, Graduation

Attendance

Description

Regular and punctual attendance at all classes and laboratories, day, evening and on-line is required. A student absent for any reason is responsible for all work missed. Absences of each student are recorded without exception from the official date of his/her enrollment. The counting of absences begins on the first day of a student's enrollment in the course after classes begin. A student who is absent the equivalent of two weeks of instruction in a regular semester may be dropped by the instructor. If a student is dropped for excessive absences, the instructor will record a grade of "W" (withdrawal). Both tardiness and early departure from class are forms of absenteeism. The instructor establishes the policy with regard to each.

In the case of classes cancelled due to inclement weather or other emergencies, attempts will be made to ensure that classroom hours are rescheduled. Up-to-date information on the Alamo Colleges' closures is available via [Alamo Alert Notification System](#) or by calling (210) 485-0189. San Antonio College's radio station [KSYM 90.1 FM](#), as well as local radio and television stations, will also have the latest information on the Alamo Colleges' closures.

Analysis

Attendance is required by the College and mandated by the State of Texas as a basis of contact hour reimbursement. A student must be in class to receive credit for and benefit from enrollment. A student missing the equivalent of two weeks of instruction may be withdrawn by the instructor. The program enforces the College policy that a student will be dropped after missing two weeks of instruction. As evidenced in the Mortuary Science Program syllabi, a student is allowed to make up exams missed due to absence only if he/she notified the instructor prior to the absence. Individual instructors reserve the right to establish a policy regarding absences from quizzes or labs.

Promotion

Description

To meet the required academic and progress performance standards of San Antonio College, a student should consider the following guidelines:

1. A student must maintain a 2.0 cumulative grade point average and be making satisfactory academic progress to be in good academic standing. Students who begin any semester in Good Academic Standing but fail to maintain a cumulative GPA of 2.0 or higher are placed on [Academic Probation](#). For graduation from San Antonio College, a cumulative 2.0 grade point average, as well as good academic standing in the final semester, is required.
2. Advanced placement credit is not considered in the determination of academic standing.

3. [All grades](#), excluding W, WX, WM, IP, CR, NC, AU, are counted in academic performance evaluation. If a course is repeated the highest grade will be the one recorded in the GPA.
4. A student placed on [academic probation](#) will be notified. Notification of probationary status is communicated electronically through students' ACES email. After the first semester term of Academic Probation Status, students may re-enroll at the Alamo Colleges on a Continued Academic Probation status after meeting with an academic advisor.

Specialized Program Grading Requirements

Effective in fall, 2010, a grade of C was established as the minimum grade in any course whose number and title are preceded by the letters MRTS. Additionally, a grade of C or higher is required for the following courses contained in the Associate in Applied Science in Mortuary Science degree: MDCA 1302, BIOL 2404, PSYT 1325.

Letter grades are based on percentage values as follow:

A = 93-100%

B = 89-92%

C = 84-88%

D = 78-83%

F = 0-77%

No credit shall be allowed for any MRTS course that was attempted longer than five years prior to any current enrollment, irrespective of the grade earned.

Analysis

Students are promoted in the sense that they must complete certain courses before going on to higher level, more difficult and challenging ones. Therefore, the promotion criteria are contained within the syllabus for any particular course in the curriculum as well as the College Catalog.

Graduation

Description

San Antonio College grants [degrees](#) of Associate in Arts, Associate in Science, Associate of Arts in Teaching, and Associate in Applied Science. Several levels of certificates are also available.

Good academic standing in the final semester is required for graduation from San Antonio College. In order to officially graduate from San Antonio College, students must meet the following eligibility criteria:

- Achieve a cumulative grade point average of 2.0 or better in all coursework taken at San Antonio College, including courses successfully completed at other institutions which apply to the student's degree.
- Complete all required courses for the degree or certificate for which they are applying.
- Maintain a status of "Good Academic Standing" through the end of the final semester at SAC.
- Complete the requirements of the Texas Success Initiative (TSI), if applicable.
- Complete a minimum of 25% of coursework at San Antonio College.
- Submit official transcript(s) from all previous colleges attended.
- Complete the online Graduation Application on ACES and submit the Graduation Packet to Admissions & Records by the appropriate deadlines.

Analysis

All graduation requirements are found in the [Catalog](#). A student must have received credit for every course (with a minimum grade of C) or have taken a course (within the general education area only) which met or exceeded the requirements of another. Under certain circumstances, the Program Coordinator may approve the substitution of a course if a student petitions and if the substitution fulfills the learning objective of the required one. Also, the student must have fulfilled all obligations to the College with regard to outstanding transcripts of transfer credits or clearance of fines.

Students are made aware of the Catalog during the interview process and during the introduction of every Mortuary Science course at the beginning of every semester. Students are admonished to become very familiar with the Catalog. Additionally, notices are posted on the bulletin board located outside of the Program offices and on the Mortuary Science Announcement website so as to advise students of upcoming deadlines and activities related to registration and graduation. Program faculty serve students as advisors with regard to both College and Program concerns.

Projection

The Mortuary Science faculty members will continue to advise students concerning attendance, promotion, and graduation.

B. Student Health and Safety

Due to the Affordable Care Act, student insurance is no longer provided. However, the campus does provide a [Health Promotions Office](#). The Health Promotion Office is located in the Community Engagement building next to the Methodist Student Center. The hours of operation are Monday-Thursday: 9 a.m. – 2:p.m. The San Antonio Health Promotion Office supports the mission of San Antonio College, promoting healthy lifestyles, and serving as a resource for health promotion, health maintenance, and health education through effective utilization of community health resources. The Health Promotion Office offers resources, events, and educational opportunities that focus on wellbeing. Programs are offered for smoking cessation,

alcohol and drug awareness, sexual health, physical fitness, and nutrition. Printed materials on a variety of health related topics are available in the office. Staff is available during operational hours to assist with questions and resources.

In the event of a [campus emergency](#) (or severe weather alert) affecting San Antonio College students, faculty, and staff, the College has established an emergency system that alerts all employees and students via email, telephones, and text messages.

Once a semester at least one of the campus emergency plans below is exercised:

1. **Lock Down** - when a building is closed and locked to prevent anyone going from outside to inside and vice versa. Action is initiated by Police or Administration (in person or through telephone calls/emails to all academic units).
2. **Evacuation** - when everyone is made to exit a building. Action is initiated by the Police or Administration (in person or through telephone calls/emails to all academic units).

D. Guidance

Description

Alamo Colleges has introduced [Alamo Institutes](#) to provide advising information regarding career pathways. A student's institute depends on the degree plan or career path that best suits educational and career goals. The Mortuary Science Program has been categorized under the [Business & Public Service Institute](#). The advisors are available Monday through Thursday 8:00 a.m. to 7:00 p.m. and Fridays 8:00 a.m. to 5:00 p.m. in the Nail Technical Center, room 324B. They are also available on Saturdays 9:00 a.m. to 1:00 p.m. in the Moody Learning Center. Services are provided to students on a first-come, first-serve basis. During on-campus registration dates, times may vary. Students are to refer to their career path Institute to aid in determining who and where their appropriate [advisor](#) is located.

Advising in academic, career, and personal areas include:

1. Educational planning (course selection, choosing a major, degree planning, transfer information), developing an awareness of school policies and procedures, referrals for tutoring, financial aid and assistance with academic problems such as study skills, test taking, probation or enforced scholastic withdrawal.
2. Career planning, resume writing, career testing, choosing a career, job readiness, occupational descriptions, computer programs designed to match the student's desires with occupational and personality analysis, and videos and books on various related topics and occupations, and referral for job placement.

Additionally, the College offers [counseling services](#) for students. The Counseling Services staff offer a wide range of professional counseling services (with a minimum master's level). Some of the services provided include: skills coaching, short-term individual counseling, substance abuse counseling, support and counseling groups, and crisis intervention. In addition,

seminars are offered throughout the year dealing with topics such as stress management, test anxiety, and behavioral self-management.

The [Office of Veterans Affairs](#) assists all eligible veterans obtain financial assistance and information on [Veterans Benefits](#) while they attend San Antonio College. The College participates in educational programs provided by the Department of Veterans Affairs. These programs include:

- Chapter 30 - Montgomery G.I. Bill Active Duty Educational Assistance Program
- Chapter 31 - Vocational Rehabilitation Program
- Chapter 33 - Post-911 Veterans Educational Assistance Act of 2009
- Chapter 35 - Survivors and Dependent Educational Assistance Program
- Chapter 1606 - Selected Reserve Educational Assistance Program

The Office of Veterans Affairs also assists Texas Veterans in obtaining the Hazelwood Act benefits. This program exempts qualified individuals from payment of all tuition and most fees.

October 25, 2012, the Alamo Colleges in partnership with the NRP Group LLC broke ground for [Tobin Lofts](#) at San Antonio College, a new \$45 million mixed-use development to provide students, faculty and staff with affordable and contemporary living options. Tobin Lofts features 552 beds, with unit configurations available in one-, two-, and four-bedroom options. This residential opportunity is the first of its kind for San Antonio College and other Alamo Colleges students and employees. Students from other local colleges and universities are eligible to rent apartments.

[The Office of Student Life](#) provides entertainment and academic enrichment through live performances in the Loftin Student Center. Examples of this include music series, nationally known lecturers, fine arts programs, special events such as Octoberfest, [SACtacular](#), talent shows, and cultural awareness programs, off-campus trips, travel for credit courses, recreational sports programs, and community referrals.

Recreational sports offer a wide variety of intramural and extramural events. These are both individual and team competition in intramurals. Extramural teams and special interest clubs include the Mortuary Science Club, [Rho Sigma Gamma](#)

San Antonio College is committed to working together to strengthen and enhance student success efforts. As part of ongoing efforts to ensure all constituents are well informed of college decisions, each constituency has a governing body that is supported by San Antonio College President, Dr. Robert Vela, Jr. The student body is composed of all registered students in San Antonio College. The student body is served by the [Student Government Association](#) (SGA). SGA is the voice of the students and works to bridge the gap between students, faculty, and administrators.

Analysis

Support services made available to all San Antonio College students are many and varied. All aspects of personal and academic life are of concern. The three broad areas in which many and varied services are available are:

1. enrollment and continuing education;
2. academic/instructional support;
3. activities and support services.

Academic and instructional support for the San Antonio College student is exemplary. Within this area an orientation program is intended to boost student achievement for the incoming college student. Seminars, campus tours, lectures, and other assistance are provided in the institutionally required orientation. As was addressed in a previous section, the learning resource center is a model source for many services, tutoring, and academic advising assist students who seek help with any discipline.

Activities and support services include such areas as [child care services](#), [student government](#), a [health promotions](#) office, services for [disabled students](#), [drug and alcohol](#) counseling, [JobLINK](#) for Students & Alumni - Job postings by employers who want to hire SAC students and alumni. This site also has a resume builder. Additionally, a very active student activities office also sponsors free entertainment of excellent quality in many attractive areas.

Students in the Program participate in the Mortuary Science Club, Rho Sigma Gamma. The club members participate in numerous community service projects throughout the calendar year. During the fall semester, the College hosts a community event called [SACTacular](#). SACTacular showcases SAC students, programs, departments and much more. Activities include live music, children's activities, including a live animal show and food booths and food trucks.

In the spring, the student organization hosted a potluck dinner at the [Children's Bereavement Center](#). They have also collaborated with [The Children's Shelter](#) in being able to provide approximately 60-75 Easter baskets for each of the children residing at the shelter. Students, alumni, parents, and friends of the club have traveled to Houston to the [National Museum of Funeral History](#), to the Texas Funeral Directors Association Convention, and to New Orleans. The group is organized by students and is supported by Program faculty.

Projection

Because San Antonio College is a community college supported by local tax dollars, the district and the college continue to offer the students services which are second-to-none. It is the philosophy of the Program that by developing a strong student organization we offer the student an experience which is more than classroom learning. It has been noted by the college administration, other departments, alumni and the students themselves that the success of the student organization has made the students of the Program a more cohesive group.

C. Records and Reports

Description

The student's permanent record, part of the official archives of the College, contains personal data, test scores, summary of transfer and admissions information, San Antonio College courses attempted, grades, grade point, and scholastic status.

A student's name on official records at San Antonio College is the name under which the student initially registered, unless a change-of-name form has been processed through the Office of Admissions and Records. Students can view and print their unofficial Alamo College transcript in ACES Student Self-Service. The Alamo Colleges transcript includes ALL courses taken at all of the Alamo Colleges and lists the college where each course was taken. The grade point average (GPA) combines ALL courses taken at the Alamo Colleges. Permanent grades are recorded only at the end of each semester/session. San Antonio College awards college credit based on semester credit hours and uses the following [grading system](#).

- A (excellent/exceptional performance)
- B (above average)
- C (average)
- D (below average/pass)
- F (failure)
- I (incomplete)
- IP (in-progress)
- NC (non-credit)
- W (withdrawal, does not count in 6 drop limit)
- WS (withdrawal, counts in 6 drop limit)
- WX (withdrawal exemption, does not count in 6 drop limit)
- WM (military withdrawal)
- CR (non-traditional credit only)
- AU (audit)
- P (pass)
- NR (not recorded)

The Registrar of the College, as custodian of official records and transcripts, is charged with the maintenance and security of all student records. There has never been a breach of security; all records are stored in perpetuity. What student records are made available for academic advising by means of computer access cannot be altered. The screens which reveal student information can be accessed but not altered. The highest security is in place. Under

provisions of state and federal laws, educational institutions receiving state and/or federal funds are obligated to release or restrict access to students' records in a manner established by these laws. San Antonio College fulfills its responsibility regarding release of student information in the following manner:

1. Procedures to be followed by this college in compliance with regulations are set forth in the official [FERPA](#) statement, which identifies in detail those records which are and are not accessible to students and other persons, the specific location and custodian of those records, and the appeals procedure.
2. Student education and training information, organized by Banner ID number, are used for statistical purposes in Program planning and evaluation, but students will not be publicly identified individually or by any unique set of characteristics.
3. Students and participants have the right to request in writing that their records be withheld from statistical analysis. No one will be denied the benefits of public education and training if they exercise the right to withhold information from statistical analysis.

The FERPA is published in each semester's class schedule and is otherwise available through the office of the Director of Admissions and Records.

The Mortuary Science Program is committed to the fair and ethical treatment of students. The following are examples of how processes are in place to insure the student receives impartial and equitable treatment.

1. Sexual Harassment ([Title IX](#))
2. [Academic Grievance](#)
3. [Non-Academic Grievance](#)
4. [ADA complaints](#)

A [Student Handbook](#) is available on line and has been designed as a user-friendly resource to answer the most frequently asked questions students have about services, programs, expectations and procedures.

[Articulation Agreements](#)

An Articulation Agreement is an officially approved agreement between two institutions, with the ultimate goal of providing a seamless transfer between the Alamo Colleges and the partnering University while minimizing duplication of coursework. Below is a partial listing of universities that the Alamo Colleges have an established [Articulation Agreement](#) with:

University of Texas at San Antonio (UTSA)
UT Health Science Center at San Antonio
Texas Lutheran College
Texas Tech University
Texas A & M University – San Antonio
Our Lady of the Lake University
Webster University

Analysis

As a public institution, San Antonio College must demonstrate compliance with State and Federal law as they seek to protect the welfare and well-being of students.

Projection

The Mortuary Science Program will continue to recognize and comply with State and Federal law.

STANDARD 11: PROGRAM PLANNING AND EVALUATION/ASSESSMENT

Description

Program effectiveness is evaluated through internal and external means. The Mortuary Science Program participates in the internal assessment process known as Academic Unit Review. The Unit Review Process assesses the program's strategic plan outcomes, the program's Student Learning Outcomes, and the attainment of divisional measures (retention, enrollment, progressive grade rates). The process also includes input from [students](#), [employers](#), and [graduates](#) surveys, as well as [faculty assessment](#). External evaluation of the program occurs at the [Texas Higher Education Coordinating Board](#) (THECB) and the American Board of Funeral Service Education (ABFSE). In 2010 the Committee on Accreditation (COA) of the ABFSE at its October meeting voted to accept the self-study report from the Mortuary Science Program at San Antonio College and to renew its accreditation for a period of seven years (2010-2016).

Analysis

The Mortuary Science Program has a continuous system of self-evaluation. The [Academic Unit Review](#) is the internal means by which all San Antonio College units are evaluated for effectiveness. Every program is reviewed every three (formerly five) years for effectiveness in three critical areas: productivity, need, and curriculum quality. The outcome of the formal review was completed in [2015](#).

Based on recommendations from [student](#) evaluations, advisory committee members, [graduates](#), and [employers'](#) surveys the Program has transformed its curriculum delivery. The faculty members have incorporated practical activities in the classrooms, laboratories, and clinical sites. Some of these activities include [casket/vault](#) presentations, [telephone](#) etiquette, and funeral home [announcements](#). Several funeral homes have allowed our faculty and students to use their facilities and equipment to allow students to practice merchandise presentation and funeral announcements.

The continuous review of graduates' performance on the National Board Exam has allowed the Program to develop a [strategic plan](#) and a new course [grading scale](#). Furthermore, the faculty has compared the ABFSE course outlines with The International Conference of Funeral Service Examining Boards (The Conference) National/State Board examination content outlines in an effort to improve the pass rates. However, The Conference has changed the content of the pass rate report. These changes have limited our ability to identify and analyze our deficiencies.

The last on-site visit for reaccreditation also served to guide the Program in evaluation of past and current curricula. Participation in various learning opportunities has aided in assessing effectiveness. Some examples of these opportunities were attending pre-self-study workshops presented by the ABFSE in Jacksonville, FL and then again with Robert C. Smith in Houston, TX. Additionally, our program hosted the Hilgenfeld Curriculum Workshop from 2010 to 2015 to allow our faculty members to become and remain involved in curriculum reviews.

Projection

The Program will continue to maintain ABFSE accreditation as well as meet or exceed the benchmarks established by the College Integrated Planning and Performance Excellence (IPPE). The goal is to keep an ongoing assessment of all activities to ensure maximum productivity and collaboration with college-wide assessment efforts aimed at improving student success. The Program will also maintain continuous participation in the College's Unit Review process to ensure ongoing quality of academic student success. The Program will maintain the formulated [strategic plan](#) to improve NBE scores. This plan was forwarded by the Program faculty in 2010 to the Chairperson, the Dean of Technical and Professional Education, Academic Vice-President, President of the College, and the ABFSE. As part of that plan, the Program will continue to examine and monitor the performance of graduates on the National Board Exam.

At San Antonio College, we use a systematic and broad-based planning and evaluation model designed to ensure that all academic units, support services, and administrative teams achieve their goals and objectives. This is an integral part of the College's overall planning and resource allocation process. It is important that qualitative and quantitative elements of both instructional units and student support services be examined on a periodic basis. The direct assessment of the departments' goals and objectives has a standing committee that monitors the state of the department and once every three years reports on that progress to the College through the three-year [Unit Review Process](#). The [Integrated Planning and Performance Excellence](#) (IPPE) Division coordinates and supports a systematic unit review process to ensure on-going quality of academic, student success, and administrative units of the college. Additionally, the department annually monitors its aims and objectives utilizing [WEAVEonline](#) a central repository for program assessment process documentation. Each degree-granting program, administrative, and academic support office at San Antonio College is required to use WEAVEonline to document assessment processes and program improvements.

This formal evaluation is an introspective analysis of the current state of a unit; however, it is also the vehicle that drives long-range planning for the unit. The Unit Review examines such factors as productivity, curriculum quality, and the process by which it is reviewed, use of technology, and the need for continuing the Department. This review begins at the departmental faculty level and then progresses upwards in organizational levels until the office of the College's Vice-President of Academic Affairs. In the most recent [unit review](#) (Fall 2015), each of the criteria in the Academic Unit Review was met or exceeded according to the authors of the document. Approval status is pending.

Among the strengths noted in the final assessment were dedicated, knowledgeable, and diverse faculty, the only Mortuary Science Program approved by the State Anatomical Board, steady enrollment, and high demand for and excellent placement of graduates. The faculty are confident that Program effectiveness will be maintained with ongoing assessment and development measures. All of us in the unit will continue to review the strategic plan at least twice annually and report updates on progress in [WEAVE](#), the college's strategic planning software. The immediate objective is to focus on improving achievement in National Board Examination scores.

STANDARD 13: RECORD OF STUDENT COMPLAINTS

Description

At academic institutions conflicts may develop within the educational process that require academic intervention by means of an Academic Grievance process. When student grievances cannot be resolved through informal interaction with a faculty member or chair/coordinator, students are directed to use the Academic Grievance process. This applies when there is clear and convincing evidence that a faculty member has treated a student unfairly. The Academic Grievance procedure allows for unresolved complaints to continue moving from student, to instructor, to division chair, and to a [dean](#) until consensus is reached or a final decision is made affirming or denying the grievance. This is not a common occurrence, but it is a right of students in higher education. The procedure is outlined for students on-line in the [San Antonio College Catalog](#).

If a student believes that he or she has been treated unfairly by an instructor, the student should schedule a conference with the instructor in an attempt to resolve the problem within ten days of the incident. An [Academic Grievance Form](#) should be submitted to document the incident. The subsequent steps in the grievance process are found accompanying the grievance form.

Analysis

The Academic Grievance Process above is published in the 2016-2017 San Antonio College Catalog. It is in effect to ensure that all students are treated fairly with consistency. Details of the procedure and the grievance form are available in the Office of the Dean of Professional and Technical Education as well as the office of the Vice-President of Academic Success.

There have been no formal, written, academic student grievances filed against the program since the last accreditation review,

Non-Academic Grievances

San Antonio College acknowledges the possibility that incidents may occur outside the academic setting that might result in a student feeling he/she is the object of unjust treatment by a college official. This concern could include misconduct or a condition the student believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or those pertaining to academic matters.

Students are encouraged to use the Non-Academic Grievance Procedure only where there is clear and convincing evidence that a college official has treated the student unfairly through

forms of discrimination, abuse and/or harassment. Prior to initiating a formal grievance, the student should make a reasonable effort to resolve the problem with the person, or supervisor of the program, against whom the complaint is being made. This should occur as soon as possible following the protested circumstance.

Non-Academic Grievance Process

A signed and dated written complaint should be made by submitting the [Student Non-Academic Grievance Form](#) to the Student Conduct and Title IX Office within five working days of an informal attempt at resolution. The complaint will be forwarded to the immediate supervisor of the person or program against whom the complaint is being made. Subsequent procedures accompany the non-academic grievance form. Any finding or decision regarding such a grievance of this procedure rests.

Title IX and Alamo Colleges Policies

Title IX is a federal law that prohibits discrimination based on sex (gender) of employees and students of educational institutions receiving federal financial assistance IX's prohibition of discrimination includes acts of sexual harassment and relationship violence. The Alamo Colleges do not tolerate sex discrimination, sexual harassment, or sexual violence of any kind. To ensure compliance with Title IX, the Alamo Colleges have designated a [Deputy Title IX Coordinator](#) at each college. Neither the Alamo Colleges nor any college employee, agent, or student may retaliate against a student who in good faith reports perceived sexual or other harassment.

A [Resource Guide](#) for Students on Sexual misconduct: Alamo Colleges Policies, Procedures and Victim Services guide is available.

Strategies of Behavioral Intervention ([SOBI](#))

The Alamo Colleges are committed to a safe and supportive learning and working environment for all students, staff, faculty, and visitors. The unfortunate reality is that a small number of individuals may exhibit disruptive or threatening behavior in classrooms, lab areas, offices, field sites, and other educational settings, or via electronic means such as email, discussion boards, online meeting spaces, and audio/video conferencing. Students may report such behaviors through a Behavioral Incident Report or through the Ethics hotline toll-free (866-294-3696). Reports may be submitted anonymously. A [SOBI Guide](#) is available to assist students in determining appropriate action when another student's behavior is of concern. An [Incident Reporting form](#) is available online.

Americans with Disabilities Act Student Complaints & Grievance Procedures

Students who believe that they have been discriminated against or who believe that the College District has not adequately fulfilled its obligations under the provisions of Title IX,

Section 504, or the ADA may address their concerns to the coordinator or file a complaint as set forth in the College District's student grievance procedures (see [Rehabilitation Act and Title IX](#)). Contact information is available in the Alamo Colleges [Equal Educational Opportunity statement](#).

Projection

The Mortuary Science Program will continue to adhere to the Grievance Procedures as outlined in the [Student Handbook](#) and [San Antonio College catalog](#).

Description of Previously-Cited Deficiencies

On October 19, 2003, the Mortuary Science Program of San Antonio College was re-accredited with the following stipulations:

Issues:

- 1. The Program needs to address the mandate that a qualified faculty member through direct observation certify students' entry-level embalming competence. This should not be difficult to resolve since a qualified faculty member teaches a required clinical lab.**

The Program has developed and implemented an instrument of entry and exit competencies to assess competency of each student. These forms have been used since the last visitation and will be made available for inspection.

- 2. The Program should expedite its plan to disseminate its recently developed orientation manual for preceptors to further ensure that students will have off-campus clinical experiences of the highest quality.**

The Program has delivered an orientation to clinical experience manual to each of its affiliated sites. The original manual has been expanded to encompass all courses with a clinical component, rather than just the introductory course. Additionally, yearly training is conducted for continuing education credits required for individual license renewals. The manual will be available for inspection by the visitation team at the College and at each affiliated site.

- 3. When the American Board of Funeral Service Education is cited in publications, references to it should include the appropriate address and telephone number. Similarly, accredited institutions offering unaccreditable programs are required to print appropriate caveats both in publications and on graduates' transcripts. Mortuary Science has already submitted changes for upcoming Bulletin and Program brochure copy.**

The correction has been made. Transcripts for students in the non-accredited certificate career track clearly indicate that the certificate is not accredited by the ABFSE.

Recommendations:

- 1. Having additional dedicated space- classroom, storage (i.e., for restorative arts), a gathering place for students- would be very beneficial to the Program.**

A major renovation and expansion has occurred that has almost quadrupled the Mortuary Science Program's facilities. Details are found within the self-study.

- 2. Mortuary Science might be better served if, instead of a shared secretary, it had its own lab tech./secretarial support person to handle student inquiries, admission to the Program, and the set-up and removal of lab equipment and to address other needs of faculty and students.**

The Program has been allocated a full-time secretary, and plans are in place to request a full-time lab person to assist with on-campus embalming and human anatomy lab activities.

Summary and Conclusions

San Antonio College is an individually accredited community college within the Alamo Colleges District and enjoys the support of a thriving community with an appreciation for workforce education and training. The Mortuary Science Program is among the many courses of study that benefit from a long-standing tradition of service to the community. This year will mark a half-century of meeting the educational and training needs of the funeral profession in Texas.

There are several aspects to the successes of the Mortuary Science Program. First of these is the cost in relation to received benefit. The resources available to San Antonio College students combined with outstanding programs of study available to students are an assurance of a positive return on their investment. Second is the curriculum of the Program and its training component in addition to instruction. The combination of theory and practical applications makes the Program unique. Small class size, outstanding faculty, and excellent facilities promote an excellent learning experience. The external learning experiences are a hallmark worthy of note.

The faculty recognize that education is not static and that they must respond to needs arising from such indicators as performance on board examinations. With careful planning and the support of administration, student achievement will increase steadily and remain at a desirable high level. It is with great confidence that we envision a Mortuary Science Program that functions at an enviable level, and we remain receptive to ideas and suggestions to help us achieve that goal.

ABFSE ONSITE DOCUMENTATION

ABFSE ONSITE DOCUMENTATION

STANDARD 1 – Organization and Administration

- 1.1 - Documentation that the sponsoring institution is approved by the state in which it is located to offer the diploma or degree for which it seeks accreditation.
 - [The Southern Association of Colleges and Schools](#)
- 1.2 a - Sample of [written agreements](#)
- 1.2 b - [List of written agreements](#)
- 1.3 a - [Alamo Colleges Board of Trustees](#) and [Advisory Board Members](#)
 - [Meeting Agendas](#)
 - [Meeting Minutes](#)
 - [Board Policies](#)
- 1.4 – Program’s e-Learning approval
- 1.5 – Faculty and student [training support](#) for e-Learning

STANDARD 2 – ORGANIZATION AND ADMINISTRATION

- 2.1 - An [organizational chart](#) of the College
- 2.2 - Authority and responsibility of each organizational component of the sponsoring institution
 - [College President](#)
 - [Administration](#)
- 2.3 - Written documentation of the [teaching load](#) of the program director
- 2.4 -A certified [transcript](#) of the graduate degree(s) of the program director
 - Original documents available onsite

STANDARD 3 - AIMS AND PURPOSES

- 3-1 - Published document(s) containing [aims and objectives](#)

STANDARD 4 - ADMINISTRATIVE PRACTICES AND ETHICAL STANDARDS

- 4.1a - [Personnel Manual](#)
- 4.2 - Personnel policies assuring
 - a. [Equal employment opportunity](#)
 - b. [Policies for equal consideration for admissions](#)
- 4.3 - Copies of [publications and advertising](#)
- 4.4 - Written policies of
 - 4-4 a - [Due process for students](#)
 - 4-4 b - [Due process for faculty](#)
 - 4-4 c - [Due process for staff](#)
 - 4-4 d - [Grievance procedures](#)
 - 4-4 e - [Disciplinary policies](#)
 - 4-4 f - [Sexual harassment policies](#)

STANDARD 5 - FINANCE

- 5.1 – [Schedule of Tuition and Fees](#)
- 5.2 – [Current \(audited\) financial statement](#)
- 5.3 – Evident that student technology costs are reasonable
 - [SAC Technology Store](#)
 - San Antonio College [Technology Deals](#) - Free [Microsoft Office 365](#) for registered students and active employees
- 5.4 – [Updating of technologies for any e-learning courses or programs](#)

STANDARD 6 – CURRICULUM

- 6.1 – Documentation of student clinical requirements (i.e. embalming records, entry level of competency)
 - [Assessment of Entry Competencies](#)
 - [Assessment of Exit Competencies](#)
 - [Student Embalming Training Report](#)
 - [Embalming Case Report](#)
- 6.2 – Documentation of [number of credits](#) in each of the ABFSE required areas
- 6.3 – Preceptor [training](#) and competency
- 6.4 – Embalming Handbook not employed by the Program
- 6.5 – List of [off-campus](#) sites
 - Off-campus site [inspection](#)
- 6.6 – [Delivery modality](#) for Program courses (on-campus, online, blended)
- 6.7 – [Documentation of how students are evaluated](#)
- 6.8 – A curriculum outline and/or [course syllabus](#) for each course offered with written course objectives
- 6.9 – Course [syllabi](#)

STANDARD 7 – FACULTY

- 7.1 – [Faculty handbook](#)
 - Section 4: Employment Policies - Grievance Procedures (p. 56)
 - Section 6: Faculty Promotion and Rank (p. 63)
 - Section 7: Tenure (p. 67)
- 7.2 – Official transcripts (full and part-time faculty)
 - Available onsite only
- 7.3 – [Qualification of faculty](#) in specified areas (i.e., embalming, etc.)
- 7.4 – Written [documentation](#)
 - Student-teacher ratios
 - Laboratory sessions
 - Clinical embalming

STANDARD 8 – FACILITIES

- 8.1 a Copies of all licenses for all instructional sites
 - Available onsite only
- 8.2 [Written affiliation agreements](#) with each off-campus instructional site
 - Available onsite only

- 8.3 [Written documentation](#) that all off-campus facilities satisfy federal, state, and local health and safety regulations.
- 8.4 Copies of all adjunct appointment letters given to personnel working at off-campus sites including the roles and responsibilities of all adjunct faculty member.
 - Not applicable

STANDARD 9 – LIBRARY/LEARNING RESOURCES

- 9.1 - [Library's Mission, Goals, and Objectives](#)
- 9.2 - [Library's Policies and Procedures](#)
- 9.3 - [Holdings in funeral service](#)
- 9.4 – Program-specific services offered through the library
 - Designated library liaison to the Mortuary Science Program- [Tom Bahlinger](#)
 - [Library Instruction](#)
- 9.5 – [Services](#) available through the library taking courses at distance

STANDARD 10 – STUDENTS

- 10.1 [Student handbook](#)
- 10.2 Published policies regarding
 - 10.2 a(1) [Grading](#)
 - 10.2 a(2) [Academic progression](#)
 - 10.2 a(3) [Graduation](#)
 - 10.2 b [Attendance](#)
 - 10.2 c [Procedures insuring safety of students](#)
 - 10.2 d [Health services information for students](#)
 - 10.2 e [Services for personal and/or academic problems](#)
 - 10.2 f [Extracurricular opportunities for students](#)
- 10.3 – Services for e-Learning students
 - Not applicable for the program. All courses are taught on-campus

STANDARD 11 – PROGRAM PLANNING AND EVALUATION

- 11.1 – [Prior Self-Study](#), Self-Study [report, letter\(s\) from COA](#), and [actions taken](#) to address stipulations.
- 11-2 – Focused Visit Materials
 - [Strategic Plan](#) to improve student performance on the NBE.
- 11.3 a [Program Planning and Assessment - San Antonio College](#)
- 11.3 b [Program Planning and Assessment - Mortuary Science Department](#)
- 11.4 Copies of Student Evaluations
- 11.5 a [Survey of Graduates - San Antonio College](#)
- 11.5 b [Survey of Graduates - Mortuary Science Department](#)
- 11.5 c [Survey of Employers - Mortuary Science Students](#)
- 11.6 – [Pass rate of seven years](#)
- 11.7 – Seven year rates of
 - 11.7 a(1) [Graduation rates - Texas Higher Education Coordinating Board](#)
 - 11.7 a(2) [Graduation rates - San Antonio College](#)
 - 11.7 b(1) [Job Placement Rates - Texas Higher Education Coordinating Board](#)
 - 11.7 b(2) [Job Placement Rates - San Antonio College](#)
- 11.8 – Evidence of supervisory evaluation of the [program director](#) and the faculty

- Available onsite only

STANDARD 12 – DEFAULT RATES UNDER TITLE IV

- Only applies to single-purpose non-regionally accredited programs

STANDARD 13 – STUDENT COMPLAINS

- [Written procedures](#) for student complaints
 - There are no complaints to report during this re-accreditation period

STANDARD 14 – PROGRAM LENGTH, TUITION, AND FEES RELATED TO SUBJECT MATTER TAUGHT

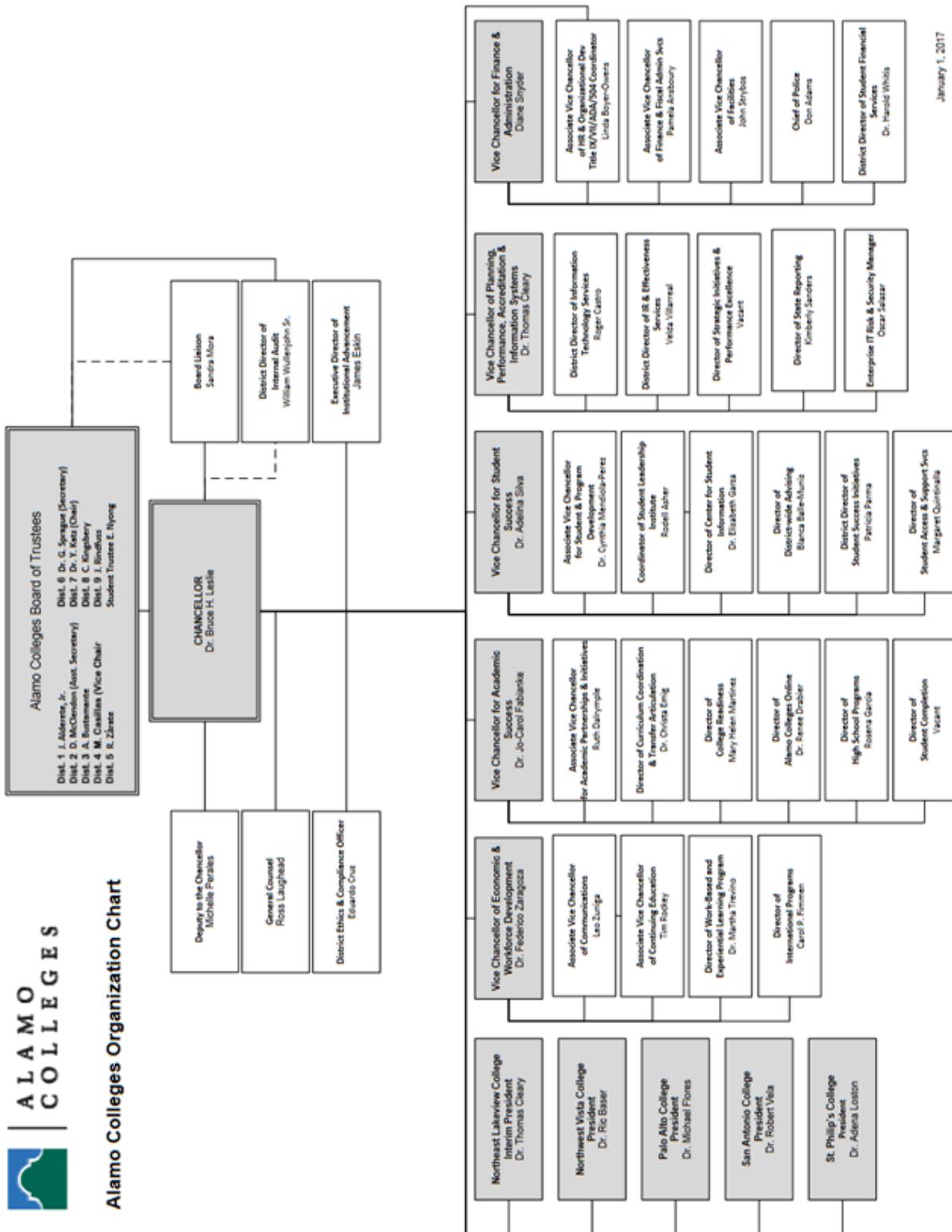
- Only applies to single-purpose non-regionally accredited programs

STANDARD 15 – PROGRAM LENGTH IN CREDIT OR CLOCK HOURS

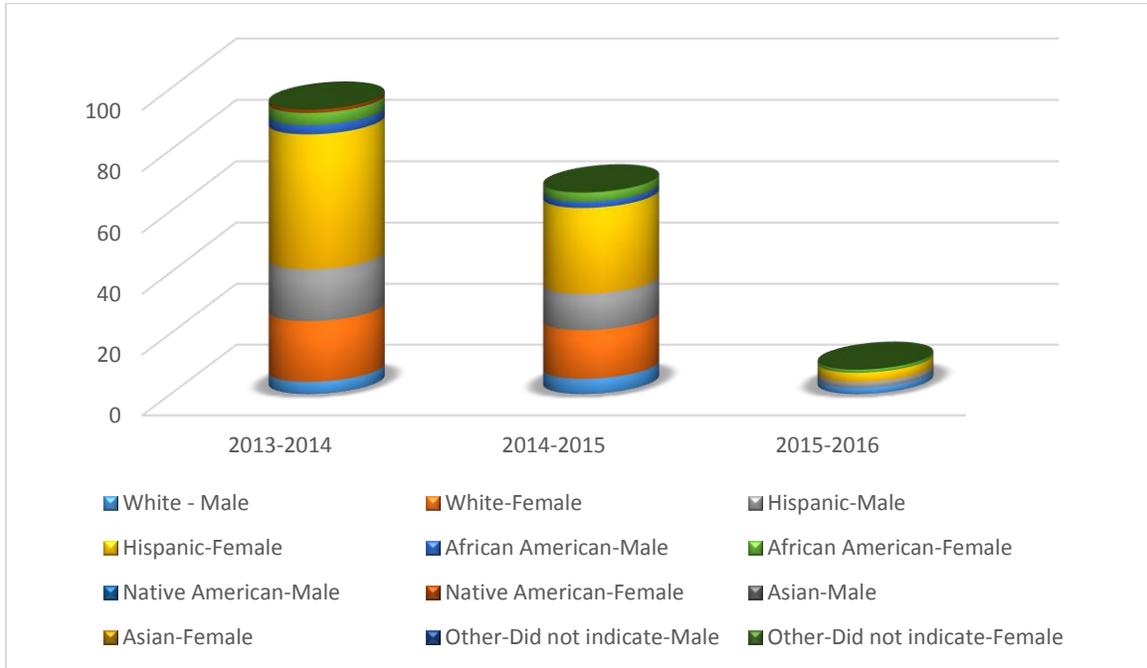
- Only applies to single-purpose non-regionally accredited programs

EXHIBITS

EXHIBIT 1 – ALAMO COLLEGES ORGANIZATIONAL CHART



**EXHIBIT 2 – APPLICANT AND ENROLLMENT DATA FOR THE PAST THREE YEARS
BY ETHNICITY AND GENDER**



BY AGE

