



# Program Assessment Report

**Program:** Funeral Services

**Report Year:** 2018-19

*Drafted by Kevin Davis on May 22, 2019*

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## Data Files

☐ [NBE results for 2019](#)

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## Overall Introduction

In support of the mission of St. Petersburg College, faculty committees established several specific goals. Two of these goals, as stated in the College's Mission Statement are to:

- Expand student access to baccalaureate programs, bachelor's degrees, graduate degrees, and careers; as well as prepare lower division students for successful transfer into baccalaureate programs through the associate in arts and articulated associate in science degree programs
- Perform continuous institutional self-evaluation and efficient and effective operations to assure a culture of excellence in student services and academic success

It is the intent of St. Petersburg College to incorporate continuous improvement practices in all areas. Assessment reports provide comparisons of present and past results which are used to identify topics where improvement is possible. SPC has traditionally used past results as a vital tool in achieving its commitment to continuous improvement.

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## Program Learning Outcomes

- #1:** The student will demonstrate the ability to do pre-embalming analysis, prepare an embalming solution, identify injection sites, evaluate embalming procedures, and determine areas adequately preserved for the dead human body. (Critical Thinking)
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### I. Use of Past Results

SPC program graduates' pass rate consistently exceeds the national pass rate for the Science section of the National Board Examination. In 2005, SPC graduates exceeded the national pass rate by 21%, and in 2006 they exceeded it by 23%.

The 2009-10 assessment report for SPC's Funeral Services indicated the graduates' pass rate has consistently exceeded the national pass rate of first time takers of the National Board Examination for licensure as an embalmer. The graduates' average score on the Science portion of the test was above the bench mark set by the program. Thus, SPC's Funeral Services program is meeting its goal of preparing students as future embalmers.

The 2012-13 assessment report indicated that the program met its benchmark goals and will continue to monitor graduates' outcomes on the NBE.

The 2015-16 assessment report indicated that overall the program's graduates score above the national average pass rate for the science section of the NBE. The program will continue to update material to the curriculum as it is approved by the American Board of Funeral Service Education. The program is meeting it goals.

### II. Methodology

**Means of Assessment:** The International Conference of Funeral Service Examining Board's National Board Exam Arts/Sciences (NBE) is used to evaluate the students in the Funeral Services program. This exam is part of the licensing requirements for a funeral director, and an embalmer. Funeral Services students take the NBE upon successfully meeting the graduation requirements for the program.

**Date(s) of Administration:** 2016, 2017, and 2018

**Method:** The results of the NBE were used to assess graduates of the Funeral Services program.

**Assessment Instrument:** National Board Examination, a 150-item multiple choice exam, Science section

**Population:** The population sample included students who successfully completed the associate in science degree in Funeral Services for each calendar year.

### III. Criteria for Success

SPC graduates' pass rate should be above the national pass rate for the Science section of the National Board Examination, for each calendar year. The program will use first time takers as required by the American Board of Funeral Service Education, our accrediting agency.

In addition, the graduates' overall scores on the Science section of the NBE should average above 75%.

### IV. Summary of Assessment Findings

Year	Students (N)	National Pass Rate	SPC Pass Rate
2018	14	71	69
2017	14	79	89
2016	19	77	93

### V. Discussion and Analysis of Assessment Findings

The program did not meet its intended goal in 2018. The low number of graduates taking the exam and the extended time between graduation and taking the NBE science exam likely contributed to the low score. It is also important to note the International Conference of Funeral Services Boards released a new exam for the science section in 2018.

### VI. Action Plan and Timetable for Implementation

Based on the analysis of the results the following Action Plan Items have been selected for implementation:

- [Communicate to students, the importance of taking the NBE as soon as they are certified by the program.](#)  
- Kevin Davis / Jun 2019

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**#2:** The student will apply the knowledge of the ethical and legal guidelines associated with dealing with variations of funeral customs influenced by religions, cultures and geographical regions. (Ethics and Professionalism)

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#### I. Use of Past Results

SPC program graduates' pass rate consistently exceeds the national pass rate for the Arts section of the National Board Examination. In 2005, SPC graduates exceeded the national pass rate by 19%, and in 2006 they exceeded it by 13%.

The 2009-10 assessment report for SPC's Funeral Services indicated the graduates' pass rate has consistently exceeded the national pass rate of first time takers of the National Board Examination Arts section. The graduates' average score on the funeral law section of the arts test was above the bench mark set by the program. Thus, SPC's Funeral Services program is meeting its goal of preparing students in the area of this major learning objective.

The 2012-13 assessment report indicated that the program met its goals by averaging 84% for the law section of the NBE.

The 2015-16 assessment report indicated that low numbers of takers can greatly influence the overall scores of the program. The program will continue to monitor the outcomes of the arts section to see if there is a trend in student demographics which influence the scores on the NBE arts section.

## II. Methodology

**Means of Assessment:** The International Conference of Funeral Service Examining Board's National Board Exam Arts/Sciences (NBE) is used to evaluate the students in the Funeral Services program. This exam is part of the licensing requirements for a funeral director, and an embalmer. Funeral Services students take the NBE upon successfully meeting the graduation requirements for the program.

**Date(s) of Administration:** 2016, 2017, and 2018

**Method:** The results of the NBE were used to assess graduates of the Funeral Services program. In particular, Sub-scores for the compliance regulatory section were used to assess the skills for PLO 2.

**Assessment Instrument:** National Board Examination, a 150-item multiple choice exam, Arts & compliance regulatory section.

**Population:** The population sample included students who successfully completed the associate in science degree in Funeral Services for each calendar year.

## III. Criteria for Success

SPC graduates' pass rate should be above the national pass rate for the Arts section of the National Board Examination (NBE), for each calendar year. The program will use first time takers as required by the American Board of Funeral Service Education, our accrediting agency.

In addition, the graduates' scores on the compliance regulatory section of the NBE should average above 75%.

## IV. Summary of Assessment Findings

Year	Students (N)	National Pass Rate	SPC Pass Rate
2018	14	77	86
2017	14	75	71
2016	19	74	95

## V. Discussion and Analysis of Assessment Findings

In 2017 the program had a high number of students who waited several months after graduation to take the NBE. The program encouraged graduates to take the exam as soon as possible. This resulted in the program exceeding the goal for 2018.

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**#3:** The student will demonstrate the ability to prepare various types of legal documents, correspondence with families, clergy, doctors and industry suppliers in the funeral home profession. (Communication)

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### I. Use of Past Results

SPC program graduates' pass rate consistently exceeds the national pass rate for the Arts section of the National Board Examination. In 2005, SPC graduates exceeded the national pass rate by 19%, and in 2006 they exceeded it by 13%.

The 2009-10 assessment report for SPC's Funeral Services indicated the graduates' pass rate has consistently exceeded the national pass rate of first time takers of the National Board Examination Arts section. In

addition, the graduates' average score on the funeral directing section of the arts test was above the bench mark set by the program. Thus, SPC's Funeral Services program is meeting its goal of preparing students in the area of this major learning objective.

The 2012-13 assessment report indicated that the program met its benchmarks for the arts section of the NBE and for the sub section related to funeral directing.

The 2015-16 assessment report indicated the program met the goal for this objective for all three years within the arts section. The program exceeded the goal for the funeral directing section of the NBE, though the scores have remained flat.

## II. Methodology

**Means of Assessment:** The International Conference of Funeral Service Examining Board's National Board Exam Arts/Sciences (NBE) is used to evaluate the students in the Funeral Services program. This exam is part of the licensing requirements for a funeral director and an embalmer. Funeral Services graduates take the NBE upon successfully meeting the graduation requirements for the program.

**Date(s) of Administration:** 2016, 2017, and 2018

**Method:** The results of the NBE were used to assess graduates of the Funeral Services program. In particular the funeral directing section was used to assess the specific skills for PLO 3.

**Assessment Instrument:** National Board Examination, a 150-item multiple choice exam, Arts & funeral directing section.

**Population:** The population sample included students who successfully completed the associate in science degree in Funeral Services for each calendar year.

## III. Criteria for Success

SPC graduates' pass rate should be above the national pass rate for the Arts section of the National Board Examination, for each calendar year. The program will use first time takers as required by the American Board of Funeral Service Education, our accrediting agency.

In addition, the graduates' average score should be above 75% on the funeral directing section of the NBE.

## IV. Summary of Assessment Findings

Year	Students (N)	National Pass Rate	SPC Pass Rate	Funeral Directing
2018	14	77	86	SPC 39.5; (National 38)
2017	14	75	71	SPC 39.7; (National 38)
2016	19	74	95	79

## V. Discussion and Analysis of Assessment Findings

Since the program did not meet its goal in 2017, students were encouraged to take the NBE Arts section after graduation as early as possible. In 2017 and 2018, the Conference reported scores instead of percentages. Thus SPC graduates scored higher on the Funeral Directing domain than the national average for both years.

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**#4:** The student will be able to analyze statistical information to be able to determine prices of services and merchandise for the funeral home. (Math)

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### I. Use of Past Results

SPC program graduates' pass rate consistently exceeds the national pass rate for the Arts section of the National Board Examination. In 2005, SPC graduates exceeded the national pass rate by 19%, and in 2006 they exceeded it by 13%.

The 2009-10 assessment report for SPC's Funeral Services indicated the graduates' pass rate has consistently exceeded the national pass rate of first time takers of the National Board Examination Arts section. Also, the graduates' average score on the merchandising section of the arts test was at or above the bench mark set by the program. Thus, SPC's Funeral Services program is meeting its goal of preparing students in the area of this major learning objective.

The 2012-13 assessment report indicated that the program met its stated goal for merchandising in funeral service.

The 2015-16 assessment report indicated that graduates scores on this section of the NBE consistently were above the goal of 75%. In addition, the scores on the merchandising section exceeded the goal in the last 2 years, but was one point below the goal in 2013.

## II. Methodology

### Means of Assessment:

The International Conference of Funeral Service Examining Board's National Board Exam Arts/Sciences (NBE) is used to evaluate the students in the Funeral Services program. This exam is part of the licensing requirements for a funeral director and an embalmer. Funeral Services graduates take the NBE upon successfully meeting the graduation requirements for the program.

**Date(s) of Administration:** 2016, 2017, and 2018

**Method:** The results of the NBE were used to assess graduates of the Funeral Services program.

**Assessment Instrument:** National Board Examination, a 150-item multiple choice exam, Arts & merchandising section. In particular the merchandising section was used to assess the specific skills for PLO 3.

**Population:** The population sample included students who successfully completed the associate in science degree in Funeral Services for each calendar year.

## III. Criteria for Success

SPC graduates' pass rate should be above the national pass rate for the Arts section of the National Board Examination, for each calendar year. The program will use first time takers as required by the American Board of Funeral Service Education our accrediting agency.

In addition, the graduates' average score on the merchandising section should be above 75%.

## IV. Summary of Assessment Findings

Year	Students (N)	National Pass Rate	SPC Pass Rate	Merchandising Scores	
				SPC	National
2018	14	77	86	15.2	14.6
2017	14	75	71	16.2	15.8
2016	19	74	95	79%	73%

## V. Discussion and Analysis of Assessment Findings

SPC was above the national average for all three years in the Merchandising Section of the NBE Arts Exam. In

2017-18, the Conference began reporting raw scores instead of percentages, when reporting results. Thus, in both years SPC graduates scored higher than the national average for the Merchandising and Marketing Domain.

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## Action Plan

Category	Action Plan Detail / Implications	For PLO	Responsible Party / Due Date
<b>A. Enable Greater Student Success</b>			
<b>A1. Identify needs and address ways to improve overall student success</b>			
	Communicate to students, the importance of taking the NBE as soon as they are certified by the program.	#1	Kevin Davis Jun 2019

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## Evaluation of the Impact of Action Plan Items on Program Quality

SPC Funeral Services program will continue to monitor NBE pass rates, and implement curriculum changes as they are approved by the American Board of Funeral Services Education approval. The program will continue to monitor the amount of time between graduation and taking of the NBE.

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## Approvals

### Program Administrator:

Kevin Davis - Program Director II

*Approved by Kevin Davis - Program Director II on May 22, 2019*

### Educational Outcomes Coordinators:

Amy Eggers - Coord, Accredtn&BaccAssessment

Magaly Tymms - Assessment Director

*Approved by Magaly Tymms - Assessment Director on May 22, 2019*

### Dean:

Deanna Stentiford - Dean, Allied Health Sciences

*Approved by Deanna Stentiford - Dean, Allied Health Sciences on Jun 13, 2019*

### Senior Vice President:

Sabrina Crawford - AVP, Institutional Eff Acad Srv

*Approved by Sabrina Crawford - AVP, Institutional Eff Acad Srv on Jun 17, 2019*