



Funeral Service Program Student Handbook and Distance Learning Guidelines

2024 - 2025

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Purpose

This handbook was prepared for students applying for admission to the UAHT Funeral Service Program and for students accepted into the Funeral Service Program. The purpose of this handbook is to set forth operating policies and procedures affecting students, faculty, and staff within the Funeral Service Program. This handbook is a supplement to UAHT's [Catalog](#). The latest version of the UAHT catalog and applications for admission are available on-line at www.uaht.edu and the [Funeral Service Program's Webpage](#).

Students are responsible for knowing the information contained in the Funeral Service Program Student Handbook and UAHT College Catalog. They should be read carefully about rules, regulations, policies, etc. While the College makes every effort to make changes only as revisions to these documents, the College reserves the right to make changes to the policies contained herein as circumstances may require.

UAHT student policies must be reviewed by each student prior to the start of the Funeral Service Program. This handbook is provided to students in electronic form. A print copy will be available upon request.

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

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Students interested in taking prerequisite classes at National Park College in Hot Springs MUST contact one of the individuals listed above and Janice Ivers at National Park College

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UAHT Accreditation and ABFSE Accreditation Statement

The University of Arkansas Community College at Hope-Texarkana is accredited by the Higher Learning Commission (hlcommission.org), a regional accreditation agency recognized by the U.S. Department of Education. Higher Learning Commission 230 South LaSalle Street, Suite 7-500 Chicago, IL 60604-1411 (800) 621-7440 / (312) 263-0456.

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

The Technical Certificate in Funeral Directing and Certificate of Proficiency in Funeral Directing academic programs are designed to meet specific state or professional needs. They are not accredited by the American Board of Funeral Service Education. Students graduating from these programs will not have the academic credential for licensure in states where graduation from an ABFSE accredited program is required.

University of Arkansas at Hope-Texarkana Equal Opportunity Statement

The University of Arkansas at Hope-Texarkana is an equal opportunity college. Discrimination on the basis of race, color, religion, gender, national origin, disability, age, veteran status, or any other category protected by law is prohibited. Any questions regarding this policy should be addressed to the College's Affirmative Action Officer.

Statement on Ethical Conduct

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

Program and Information

Year	Total enrolled	# of New Students	# of Grads	Timely Grad*	Graduation Rate**	Did not finish***	Overall % Employed	Employed in FS
2023	28	17	11	11/11	50%	2	100%	91%
2022	94	22	12	12/12	48%	6	100%	83%
2021	64	25	9	9/9	75%	3	100%	89%

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

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

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

National Board Statistics

Arts	Taker	School Pass Rate	National Pass Rate		Sciences	Takers	School Pass Rate	National Pass Rate
2023	10	100%	78%		2023	10	100%	69%
2022	11	55%	69%		2022	11	73%	64%
2021	9	67%	68%		2021	11	55%	57%

School pass rate is based on 1st time test takers within one year of graduation.

Contact the program directly for information regarding success of Distance Education graduates.

National Board Examination pass rates, graduation rates, and employment rates for this and other ABFSE -accredited programs are available at www.abfse.org in the Directory of Accredited Programs.

Professional Licensure

UAHT provides the education requirements for licensure as a funeral director and embalmer in various states. However, these requirements vary from state to state. It is very important that each prospective student contacts the State Board of Funeral Service and Embalming for the state in which they wish to practice obtaining up-to-date specific requirements for licensure in that state. Obtaining a Funeral Director License depends upon the state you intend to practice. Once you have an intended state of practice, we will assist with requirements and filing.

[Arkansas State Licensing Requirements](#)

[Texas State Licensing Requirements](#)

Requirements for each state's individual and establishment licensure may be found in [The Conference Regulations in Licensing](#).

Program Learning Outcomes

Upon completion of an accredited program, students will be able to:

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

Assessment of Learning Outcomes

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

Funeral Service Program Mission Statement

The Mission of the University of Arkansas Hope-Texarkana's Funeral Service Program is to facilitate the training of students to become funeral service professionals and reach their personal and professional goals. UAHT is committed to creating a learning environment that supports academic excellence and endorses academic integrity by fostering the intellectual development of students on-campus and at a distance. The program strives to prepare students for an entry-level position at a funeral establishment and to instill in students the foundation of integrity, compassion, and moral ethics.

Advisory Committee

University of Arkansas Hope-Texarkana uses advisory committees as an essential communication link between the College and the community. Advisory committees provide vital input and help disseminate information to outside agencies and individuals. Advisory committees represent major instructional areas and are comprised of individuals who are experts

in their fields and provide a broad spectrum of technical expertise and management.

The principal mission of each committee is to provide advisory function concerning course content, laboratory and shop design, and program development. Advisory committees assure quality and help implement improvements in programs, supporting student recruitment and graduate placement.

Distance Learning Program

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

Students gain practical experience in funeral directing and embalming at pre-approved, licensed funeral establishments close to home.

On-Campus Requirements

Students must visit the UAHT campus one day during the program's 3rd semester and at least one week at the end of the final semester to complete Restorative Art and Embalming competencies. Students may be required to travel one day for faculty observation of clinical embalming. Travel and lodging are the student's responsibility.

Enrollment is limited to Arkansas, Louisiana, Oklahoma, Mississippi, Missouri, and Texas residents (resident 30 days prior to the start of classes).

Want to see if you are ready for online learning?

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

Distance learning offers flexibility but also presents challenges. It requires discipline, time management, reliance on technology, and a commitment to engaging with the course material. To help navigate these challenges and ensure student success, UAHT offers a range of resources and support services.

[Take an Online Learning Readiness Questionnaire](#). Created by IT Learning and Development, Penn State University.

Success in Online Learning

Excerpt from Stanford Center for Professional Development

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

- **Keep an open mind.** We encourage online learners to leave their expectations at the door. Learners who approach online learning with an open mind are more likely to be successful.
- **Create space to learn.** Invest some time up front to understand your needs and preferences as a learner, and what an effective study environment looks like for you. For example, you might need a quiet place to study, or you might need to listen to classical music. Consider what equipment you might need (e.g. headphones, microphone, webcam, computer, stable Wi-Fi, comfortable chair). While it is useful to create a designated study space, don't be afraid to study in different locations, as this can aid learning and memory. Wherever you study, try to minimize distractions, and work with your roommates, friends, and family to set expectations and create boundaries so you can stay focused on the task at hand.
- **Manage your time effectively.** Spend some time getting familiar with your online courses, understanding what is expected of you, mapping out key due dates, and planning study time. Block out study time in a physical or digital planner (such as an Outlook calendar). A consistent routine will help you stay on track. Research shows that learners retain more information if they spread their study over multiple days or sessions. Make sure your routine works with your other commitments so you're more likely to stick to it.
- **Actively engage with the course materials.** Just as with face-to-face learning, mental energy counts: take time to reflect on whether you have understood the materials, try to remember and recap the information you have learned to aid retrieval and memory, test your understanding, mix different concepts and skills into the same study session to build connections and fluencies, participate in class discussions, ask questions, attend study groups and office hours, and try teaching concepts to others.
- **Have a plan for technology troubleshooting.** Whenever you're relying on any form of technology, it's always possible the technology will fail, and it may take additional time to troubleshoot and get the support you need. It's useful to plan ahead and start your assignments early in case you run into unexpected difficulties. In addition to IT support, it may be helpful to identify someone in your life who can help with general technology

troubleshooting.

- **Ask for assistance!** In an online learning environment, you may need to ask lots of questions and take ownership over shaping the learning experience so that it meets your needs. This might mean asking your instructors or peers for help, or attending office hours and study groups.

UAHT Admission Requirements

The College's admissions policy reflects an institutional philosophy of providing regional educational opportunities for all citizens. Anyone interested in educational advancement may gain admission to the College. College admission does not ensure admission to a particular course or program of study. In some instances, students may be required to enroll in basic skills courses before enrolling in certain courses of study. Students seeking admission for the first time should use the following procedure:

1. UAHT [Application for Admission](#)
2. Official copy of high school transcript or GED, and official college transcripts from all previously attended colleges
3. Provide proof of two (2) immunizations against measles, mumps, and rubella (MMR)
4. Take a placement test

Upon receipt of ALL the above requirements, the student shall receive a letter of admission from UAHT Office of Enrollment Services. A student will not be allowed to progress to the Funeral Service Program until the first and second semester prerequisite courses of the program are satisfactorily completed. The Funeral Service Program only admits students in the summer semester.

Admission to the College does not guarantee enrollment into the Funeral Service Program. It is the responsibility of the applicant to make sure that the requirements, as stated above, are satisfied and documentation is received in both the registrar and Funeral Service program office.

Funeral Service Program Admissions and Application Process

The Funeral Service Program only admits students in the summer semester. Applications must be received prior to the start of the Funeral Service Program Core Courses. Applications are reviewed on a rolling basis starting in March. Applicants are informed of admission decisions prior to the beginning of the summer semester. Applications are available on the [UAHT Funeral Service Program](#) website. All prerequisite courses must be completed prior to beginning the Funeral Service Program in the summer semester.

Admission to the College does not guarantee enrollment into the Funeral Service Program. It is the responsibility of the applicant to make sure that the requirements, as stated above, are

satisfied and documentation is received in both the registrar and Funeral Service program office.

Course Requirements Prior to Admission

There are 27 semester credit hours general education courses that must be completed prior to beginning the Funeral Service Program. The courses are listed by their title and course number on the A.A.S. in Funeral Services Degree Plan. For comparable courses at other colleges, students should consult the UAHT Registrar's Office.

A.A.S. in Funeral Services Prerequisite Courses

Fall Prerequisite Courses

ENGL	10103	Composition I
CSPI	10003	Introduction to Computers
MATH	11103	Quantitative Literacy
<i>Or</i>		<i>or</i>
MATH	11003	College Algebra
BUSI	10103	Introduction to Business
BIOL	10213	Basic Anatomy

Spring Funeral Service Courses

ACCT	20003	Principles of Accounting I
ENGL	10203	Composition II
SPCH	10003	Principles of Speech
CHEM	11123	Basic Chemistry

*Note: Students not meeting the ACT, ASSET, or COMPASS requirements in math and English shall enroll in sequential academic skills math, reading, and/or English courses during their first or second semester in college and each subsequent semester until the requirements are successfully completed. Any degree seeking student who is required to take an academic skills course, excluding Intermediate Algebra, must also take UNIV 10003 College Life Skills.

GPA Requirements

A minimum cumulative grade point average of 2.0 is expected at the end of each semester to remain in Funeral Service (FSED) courses. A grade of C or higher is required in any course with an FSED prefix or the course must be repeated. Core Funeral Service Program Courses (FSED) may only be retaken once. Students who do not pass a Funeral Service Core course (FSED) with a grade of C or better may not take sequential FSED courses in that academic year.

Registration

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

Program Transfer Requirements

UAHT's transfer student policies may be found in the College Catalog.

1. Any course(s) with a prefix of FSED (or its equivalent) must have been taken within the past one (1) year to be accepted for transfer.
2. A grade of "C" or higher is required for transfer courses.
3. The course for transfer must be comparable to the course required for the funeral service program. (The name of the course can be different, but the course description must be similar to that of the course for transfer). FSED22003 Comprehensive Review is not accepted for transfer from another funeral service education institution.
4. Courses that do not meet the above requirements must be retaken.
5. Transferees from another funeral service program must not be on academic probation or suspension at that institution.

Arkansas Course Transfer System (ACTS)

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

Funeral Service Program Courses (online only)

Summer Funeral Service Courses

FSED 10001 Funeral Service Orientation and Ethics

FSED 10002 History of Funeral Service

Fall Funeral Service Courses

FSED 22203 Business & Funeral Law

FSED 10303 Funeral Directing

FSED 11003 Embalming I

FSED 11801 Clinical I

FSED 13103 Funeral Merchandising & Management

FSED 21003 Funeral Psychology/Sociology

Spring Funeral Service Courses

FSED 12003 Embalming II

FSED 11901 Clinical II

FSED 10104 Restorative Art
FSED 22103 Microbiology/Pathology
FSED 22003 Comprehensive Review

Course Descriptions

Descriptions for Funeral Service Program courses may be found in the [UAHT College Catalog](#).

Academic Calendar

The UAHT Academic Calendar is found online at <https://www.uaht.edu/academics/academic-calendar.php>

Grading Policy

A student must maintain a grade of C or higher in each Funeral Service Program core courses for continued enrollment and satisfactory completion. Courses completed with a grade less than C must be repeated. Core Funeral Service Program Courses (FSED) may only be retaken once. Students who do not pass a Funeral Service Core course (FSED) with a grade of C or better may not take sequential FSED courses in that academic year.

Students who have not successfully completed an FSED course with a grade of C or higher upon two attempts may not return to the program.

Unless otherwise noted in a course syllabus, the following scale will be used in course grading.

A – 100 – 92
B – 91 – 82
C – 81 – 75
D – 74 – 70
F – 69 and below

Course grades may be viewed in Blackboard. Final grades may be viewed in Workday.

Grade of Incomplete

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

circumstances which occur at the end of the semester.

Graduation Requirements

1. In addition to meeting the [UAHT General Graduation Requirements](#), FSED students must complete all course requirements specified in the program. Transfer students must complete the last 15 hours of work at UAHT or have completed at least 25% of the course requirements at UAHT.
2. Have a cumulative grade point average of 2.0 or above on all work completed including transfer work. A minimum grade of C is required in each course. A student who receives a final grade of less than C in any Funeral Service core course during the program or who withdraws from a course cannot progress and will be suspended from the program.
3. Each student must successfully complete a Funeral Directing and Embalming Clinical (FSED11801 Clinical I and FSED11901 Clinical II) during the last fall and spring of enrollment. Technical Competency in embalming must be verified by a qualified UAHT faculty member prior to graduation for each student.
4. Students must obtain and [submit a completed graduate application](#) to the Registrar's Office or submit it online. The Registrar will review the application to determine if graduation criteria have been met.
5. Fulfill all financial obligations to the College.

Time Limitations

Students must enroll in the core Funeral Service Program courses (FSED) full-time (three consecutive semesters) as listed in the A.A.S. in Funeral Services degree plan. A student will not be allowed to take core courses on a part-time schedule. Exceptions are at the discretion of the program director.

Withdrawal/Dismissal

Students who withdraw from a Core Funeral Service (FSED) course cannot progress and will be suspended from the program. While students may be dismissed from the Funeral Service Program, they are not necessarily dismissed from UAHT and are assisted with identifying another major.

Core Funeral Service Program Courses (FSED) may only be retaken once. Students who have not successfully completed an FSED course with a grade of C or higher upon two attempts may not return to the program.

Readmission

Students who seek readmission to the Funeral Service Program and are in good standing with the program may be granted admission into the next program if readmission is sought the following academic year.

Students may be granted credit for previous classes completed successfully with a grade of C or higher if readmission is sought the following academic year. Students waiting more than one academic year to return will not be granted credit for classes taken.

Clinical Requirements

At the completion of the two semesters of clinical rotation, the student is required to prove technical competence in embalming via direct observation by the program director or qualified UAHT faculty. Additionally, students must demonstrate competence in Funeral Directing by completing specific tasks. There are specific requirements related to this clinical and are discussed in detail in the Clinical I and Clinical II courses. Students should refer to the Clinical and Preceptor Manual for specific policies, procedures, and requirements for Clinical I and Clinical II.

Clinical Site Requirements

It is the responsibility of the student to locate an approved funeral establishment near where the student lives which is willing to serve as a clinical site. Funeral establishments that serve as preceptor sites and the funeral directors/embalmers at that site must comply with the requirements outlined in the Clinical and Preceptor Handbook. It is important for the funeral establishment personnel to understand their responsibilities prior to agreeing to serve as a clinical site. In addition to preceptor training, the student should provide a copy of the Clinical and Preceptor Handbook to those responsible at the funeral establishment so that the funeral home staff can make an informed decision.

Residency Requirements

Currently our online program enrollment is limited to Arkansas, Louisiana, Oklahoma, Mississippi, Missouri, and Texas residents (resident 30 days prior to the start of classes).

The last 15 credit hours toward a degree must be taken at the University of Arkansas Hope-Texarkana. The online program currently accepts students from Arkansas and neighboring states, at least 30 days prior to registration.

On-campus Requirements for Distance Learning Students

During the program, students will be required to visit the UAHT campus a minimum of two (2) times. The first requirement is to attend the Funeral Service Program Orientation prior to the beginning of the core courses.

Students may be required to travel to a mutually agreed upon clinical site for verification of embalming technical competency.

The second campus visit is at the end of the second semester of core courses. Students will be

required to be on campus for a period of up to one week. During these times students will participate in a Restorative Art lab and various funeral directing and clinical tasks, demonstrate transfer of remains and dressing/casketing of the decedent, and may take final exams. During the on-campus visits, lodging, transportation, and meals are the students' responsibility. Students may participate in field trips during the clinical week. Transportation may be provided by UAHT.

Information and Orientation Sessions

Prior to the beginning of the Fall and Spring semesters, students are encouraged to attend one of UAHT's New Student Orientations, which are offered on-campus or online.

Funeral Service Program Online Information sessions may be offered in the fall and spring semesters.

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

Course Assessment

Students evaluate each course that is offered at UAHT during the semester. The evaluation is anonymous, and its data is used to improve the quality of instruction at the college. Instructors complete an assessment at the end of each semester which reflects the outcomes of the course.

National Board Examination

At the completion of the coursework for the Associate of Applied Science in Funeral Services, each student is highly encouraged to take the National Board Examination administered by the International Conference of Funeral Service Examining Boards, Inc. The ICFSEB has a comprehensive explanation of exam rules and procedures contained in the [NBE Candidate Handbook](#). FSED22003 Comprehensive Review is designed to prepare students for the National Board Exam. Comprehensive Review is not accepted for transfer from another funeral service education institution.

The cost for the NBE, first attempt, is paid directly to The International Conference of Funeral Service Examining Boards by the UAHT Funeral Service Program using funds from the FSE Program Fee. Additional attempts may taken at the student's expense. Current fees may be found one the theconferenceonline.org website.

Exam Security

All funeral service program exams are proctored using the Respondus LockDown Browser with Webcam monitoring. Students should be familiar with the [UAHT Academic Honesty Respondus Testing Policy](#).

UAHT Academic Honesty and Respondus Testing Policies Policy

Academic integrity is a part of the educational process. All persons in the college community are responsible for promoting and protecting academic integrity. Cheating, plagiarism, fabrication, or facilitating academic dishonesty is prohibited and have associated consequences. Disciplinary actions involving academic dishonesty are matters of academics and not criminal or civil legal proceedings. [UAHT Academic Honesty and Integrity Policy](#)

UAHT Attendance Policies

Students are expected to attend all classes regularly and punctually. Only absences for college-sponsored events are universally excused. Students must inform their instructors of such absences prior to the absence. Students have the responsibility of arranging satisfactory to the instructor regarding all absences. Excessive absences, as defined by the instructor and described in the syllabus for each class, may be penalized, including withdrawal from or failure of the course. It is students' responsibility to be informed of the course policies of each instructor. When students exceed the maximum allowable absence, the instructor may drop the student from the course.

In some programs of study, certification requirements may necessitate an absentee policy that is more stringent than the institutional policy. In these instances, the matter of certification takes precedence over local policies.

Students with a confirmed quarantine for or diagnosis of COVID-19 or questions about illness should email covid@uaht.edu for instructions.

Attendance and Participation in Online Courses

The syllabus for each course will contain attendance and participation requirements for assignments, tests due dates and the timing and frequency of participation in the course.

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

Technology Requirements and Support

All course participants are expected to have email capability.

Online course participants are expected to have the following:

- Reliable access to a computer with Windows or Mac OS

- Reliable access to the internet
- Access to standard software such as word processing and spreadsheets, if required to complete coursework
- A webcam
- A microphone
- Speakers or headphones
- Minimum 8GB RAM

Technology Support

The UAHT Technology Support team is here to help navigate and resolve any technology-related issues you may be encountering. Visit the [UAHT Student Technology Resources page](#) for key resources that should help you get started with Microsoft Applications, Student email, Blackboard online course login, Workday Student Account, and Respondus.

Blackboard assistance will be available Monday through Friday, 8:00a.m. to 5:00 p.m. Should students need assistance after hours or on the weekends, they should contact their instructor. For additional assistance, please visit the [UAHT Tech Support for students](#) to complete and submit a [help ticket](#) or view an existing ticket.

Workday Student is implemented on UA System campuses to manage the administrative processes involved with student records, financial aid, student accounts, academic advising, and admissions. As a student, you will use Workday to explore course schedules, review your financial aid, view grades, track your academic progress, manage your student account, and pay tuition and fees. For training and tips please visit: [Workday Training for Students](#).

You can also visit the Anthology website for helpful tutorials about commonly asked questions. [Blackboard Learn Ultra for Students](#)

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

For further assistance students may contact Melanie Dillard, Distance Delivery Coordinator, melanie.dillard@uaht.edu. 870-722-8167 or email pac@uaht.edu.

Computer Lab Information for Hope & Texarkana

Career Services Lab (HOPE): The Career Services Lab is in the Student Center. Students may use the lab if unoccupied by a class or student activity.

Career Pathways Computer Lab Information (HOPE): The Career Pathways Computer Lab is in the Student Success Building (next door to the Science and Technology Building). Students

DO NOT have to be a Career Pathways Participant to use this lab. When entering and exiting the lab, everyone must sign in and out. There are no children, food or drinks allowed in the lab.

UAHT Library Resources for Distance Learning Students

Library Resources for Funeral Services

DATABASE SOURCE	USER ID	PASSWORD
Credo Reference	uacch	library22
Ebsco Host	uacch	20library24!
Global Road Warrior	UniofArk	library
Gale Cengage	On Hope Campus: Hope21925	Off Hope Campus: hope > 71801 > 8707228251
ProQuest	On Hope Campus: Hope21925	Off Hope Campus: hope > 71801> 8707228251

Where to Access on Campus

TXK Campus Labs: TKA Building eLibrary & TK Professions Building 2nd Floor.

Hope Campus Labs: Library, Student Success Center (Career Pathways), Administration Building (TRiO), T&I Computer Lab & Student Center

Student Governance Opportunities

The College supports activities outside the classroom that enrich, supplement, and provide a testing ground for classroom learning. These activities offer opportunities for social growth and for the development of values, appreciations, and insights. The faculty seeks to provide an environment in which students may become self-disciplined, self-reliant, and socially sensitive individuals.

Funeral Services Club

The purpose of this organization is to build camaraderie among funeral service students, bring attention to the funeral service program within the community by assisting in various community activities, broaden the educational horizons and opportunities provided to the students of the funeral service program, and to represent and assist in the expansion of the funeral service

program at UAHT by conducting ourselves in a professional manner at all times and by providing information and program assistance in the local community, throughout the state and beyond. You must be a UAHT student and must be enrolled in the UAHT Funeral Service Program.

Textbooks and UAHT Rental Program

Students utilizing books from UAHT are participating in a book rental program. Our program, housed in the Rapert Library and TK Professions building, allows students to RENT textbooks for one semester. All textbooks received from the UAHT textbook rental program must be returned immediately following final exams or your last day of class. Students are not allowed to keep books until the next semester even if you are repeating a class or need the book again. Students who do not return books on time, will be charged a fee. Students who do not return books at all, will be charged a no-return fee. All fees must be paid before the student can re-enroll. Receipts are sent to the students account on record.

Funeral Service Estimated Costs

Funeral Service Program Additional Fees may be found in the current [UAHT College Catalog](#).

Financial Aid

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

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

More information may be found on the [Financial Aid website](#) or calling 870-722-8265.

Campus Support Services

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

Students should refer to the UAHT webpage, for COVID-19 resources.

Counseling Services

The University of Arkansas Hope-Texarkana provides students with its online counseling service, Iron Horse Care. Iron Horse Care provides 24/7 counseling at home, at school, or on-the-go from any technological device. Students can utilize Iron Horse Care for addictions, depression, eating disorders, grief & loss, life changes, relationship issues, stress, trauma & post-traumatic stress disorder, and much more. Currently enrolled UAHT students are eligible for 3 virtual sessions each semester with licensed professionals. Students can activate their free account at mdlive.com/VCGTALK or text VCGTALK to 635483 (UAHT Student ID is the Iron Horse Care Member ID).

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Arkansas Career Pathways

The Arkansas Career Pathways Initiative is a program that enables two-year colleges to offer qualifying parents career training and college classes. But that's not all – the Pathways program may also be able to help you overcome the barriers that have kept you from getting the training and education you need. Follow the link above for more information.

TRiO Student Support Services (HOPE)

TRiO Student Support Service has 15 computers available, semi-isolated study areas, resources books and videos, and assistance from Peer Tutors. TRiO also offers workshops in the areas of study skills, social literacy, and financial literacy.

Employment Opportunities

UAHT notifies funeral services students of any employment opportunities it receives. All students, distance and on-campus, are notified of opportunities via email and through Blackboard Ultra announcements.

Advising and Tutoring

UAHT offers a wide range of student services. These services are further explained in the UAHT Academic Catalog. **TRiO Tutoring Services:** <https://uaht.edu/student-services/trio-tutoring.php>

Students in the Funeral Service Program seeking individualized in-person or virtual tutoring or help with academic difficulties should contact their instructor or Program Director for more information.

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

Davis karen.davis@uaht.edu Academic advising is available on-campus and virtual M - F 8:30am - 4:00pm at 870-722-8523.

Purtle Advising Center

The Purtle Advising Center (PAC) is responsible for advising students in choosing appropriate courses that align with the students' proposed major field of study. Advising is provided by professional advising coaches who take into account academic indicators and cultural, financial, and non-cognitive factors impacting placement, success, persistence, and completion. The PAC also directs students to other related student services.

Academic advising at UAHT is a developmental process which considers students' academic needs, goals, interests, and prior education. Academic advisors promote student success and increase student enrollment and retention by promoting academic programs, and referring students at risk or in need of additional resources with the primary objective to assist with making informed decisions concerning their educational goals.

Purtle Advising Center uaht.edu/pac/ or pac@uaht.edu or 870-722-8124

UAHT Behavioral Intervention Team (BIT):

The Behavioral Intervention Team (BIT) at the University of Arkansas Hope-Texarkana is created to provide a caring, confidential program of identification for incidents that are perceived as disruptive, threatening or violent and to respond to these incidents in a manner that is suitable for protecting the UAHT community and providing students with the greatest chance for success.

Safety

When on campus, students are encouraged to promptly report crimes or suspicious activities to [Campus Security](#). Should a campus police officer not be available, students should contact the Dean of Student Services or the campus operator. To report a non-emergency, contact Campus Police at (870) 722-8570. In an emergency, call 911.

General clinical site safety will be covered during Orientation and in program courses. Students should be aware of the location of SDS (Safety Data Sheets) of all chemicals used in clinical areas and be familiar with the cautions and warning for each chemical or fluid.

[Funeral Services: Safety and Standards from the UAHT Library.](#)

Accidents or Illness

UAHT does not have health services on its campuses. If an accident occurs on campus, a UAHT Incident Report form should be completed and submitted to the Dean of Student Services. If a student is injured on campus, an Injury Report must be completed and submitted to the Vice Chancellor for Student Services.

FERPA Policy

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

Required Abilities and Minimum Physical Requirements for the Program

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

Students must be able, with or without the use of auxiliary aids, to understand and process information received from other persons and to effectively communicate, in a cogent manner, information to third parties, make decisions, interpret data, and problem-solving abilities. This is a list of mental and physical abilities that are required for successful participation in the program and for continued success in the funeral service industry. Students with disabilities must demonstrate competency in the following areas with or without reasonable accommodation, as appropriate.

1. *Cognitive* and critical thinking abilities which are sufficient to make clinical judgments and meet laboratory objectives and requirements.
 - a. Can comprehend new knowledge and apply it in any area of funeral service practice.
 - b. Can effectively analyze situations and identify cause-effect relationships.
 - c. Can effectively organize material, solve problems, and make decisions.
2. *Interpersonal* abilities, which are sufficient to interact purposefully and effectively with others.
 - a. Can establish healthy rapport with individuals.
 - b. Can interchange ideas appropriately in a group setting.
 - c. Can convey sensitivity, respect, tact, and a mentally healthy attitude in interpersonal relationships.
3. *Communication* abilities, which are sufficient to convey thoughts in verbal and written form, so they are understood by others.
 - a. Have sufficient English language abilities to understand printed and verbal instructions.
 - b. Have sufficient English language abilities to be understood in verbal and written

- communication.
 - c. Have a college assigned translator to assist with interpretation and communication.
4. *Physical* mobility, which is sufficient to fulfill classroom, clinical and program objectives safely and effectively. Physical disabilities must not pose a threat to the safety of the student, faculty, or other students.
- a. Can maintain balance in any position, move from room to room, and maneuver in small spaces.
 - b. Can flex/extend and/or abduct/adduct arm, leg muscles, and rotate all major joints freely.
 - c. Can have visual skills, with or without reasonable accommodations, to complete embalming clinical tasks.
5. *Strength* (gross motor skills) and endurance are sufficient to fulfill safely all clinical laboratory objectives and requirements.
- a. Can work for six or more hours in a laboratory and/or funeral home setting.
 - b. Can position, lift and transfer dead human remains without injury to self or others.
 - c. Can push, pull or lift (with assistance from one other person) heavy objects such as caskets containing dead human remains.

The Dean of Student Services serves as the UAHT ADA director. Students requesting services should first contact the Director of Testing and Disability Services.

Disability Support Services and ADA Policy

Adjusting to a university setting presents many challenges for students, especially for those with disabilities. The University of Arkansas Hope-Texarkana makes every effort to offer equal educational opportunities for all students and is committed to improving the total university experience for students with disabilities.

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

The Dean of Student Services serves as the UAHT ADA director. Students requesting services should first contact the Director of Testing and Disability Services.

If you need information pertaining to disabilities or would like to request accommodations based on a disability, contact Steven Ogden disability counselor at 870-722-8248 or via email: steven.ogden@uaht.edu.

Department of Veterans Affairs

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

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

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

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

Student Grievance Policy and Complaint Procedures

Informal Resolution

Students who wish to seek further review of an academic or non-academic decision or action by the College or a College employee (in an official capacity) that the student contends was in violation of written campus policies, or constitute unfair or unequal application of such policies, should first seek to resolve such concerns through informal discussions.

Complaints regarding academic matters should generally begin with informal discussions with the student's instructor or with the faculty member supervising a course. If the issue is not resolved within a reasonable time, the student may report the issue to the Program Director. The Funeral Service Program Director maintains an open-door policy to address student concerns of any nature. The Program Director will investigate the issue and facilitate a resolution. If such informal discussions do not reach a satisfactory resolution, then the student may pursue a

grievance following the steps in this policy.

Academic decisions are defined as those made by faculty or academic deans and/or involving coursework, courses, or issues inside the classroom not covered by other policies. Non-academic decisions are defined as those made by staff regarding issues/policies that occur outside the classroom and the scope of academic work such as student services or finance and administration.

Formal Grievance Process

If efforts to resolve a complaint or issue informally are not successful, no later than 30 calendar days following the decision or action that the student seeks to have reviewed, the student may pursue the matter via the grievance policy by putting the grievance in writing, clearly and succinctly stating the facts relating to the grievance and which policies the student contends have been violated or misapplied. The grievance form is available here Student Grievance Form. For an academically related grievance, the written grievance shall be reviewed by the appropriate academic dean who may appoint an alternate official to consider the grievance. If the grievance involves an academic dean, the Vice Chancellor for Academics will appoint an alternative official to consider the grievance. For a non-academic matter, the grievance will be considered by an administrator with authority over the relevant area. The administrator considering the grievance will review the material provided by the student, and may, at the administrator's discretion, gather any additional information that will be helpful to a decision, whether in writing or through meeting with the student or other persons involved. The administrator reviewing the grievance shall make a decision, in writing, within 14 calendar days after receiving the student's grievance (excluding the day of receipt and holidays when the College is closed), or as soon as possible thereafter. The decision will explain the basis for the decision, remedial steps required, if any, and the procedure for requesting an appeal.

UAHT's complete Student Grievance Policy may be found in the College Catalog.

Appeals

If the student believes the grievance decision is in error, then that person may, within 14 calendar days after the date of the written decision, appeal the decision to the Vice Chancellor for Academics (for an academic matter) or to the relevant vice chancellor or a designee (for non-academic matters). The administrator considering the appeal will review the material provided by the student, the grievance decision, any other material which has been assembled regarding the matter, and any applicable college policies and may, at his or her discretion, gather any additional information that will be helpful to a decision, whether in writing or through meeting or consulting with any individuals deemed necessary in the administrator's discretion. The administrator reviewing the appeal shall make a decision, in writing, within 14 calendar days of receiving the student's grievance, or as soon as possible thereafter. The appeal decision shall be

final.

Grade Appeals

Informal Process

If a student questions the fairness or accuracy of a grade, there is recourse through the student grade appeal process. An appeal must allege the instructor's policy was not applied consistently or differed substantially from the announced policy, or an error was made in the application of a grade or calculation of a grade. All grievances concerning course grades must be filed within 30 days of the end of the term in which the grade that is being appealed was assigned.

Students should refer to the College Handbook for procedures.

Student Conduct

The student must keep in mind that he/she is representing the University of Arkansas Hope-Texarkana Funeral Service Department as well as themselves. The same rules of Student Conduct applies at the clinical site as on campus. The College expects students to conduct themselves as responsible members of the college community. Students are expected to assume responsibility for their actions, to respect the rights of others, to conform to the ordinary rules of good conduct, to protect private and public property, and to make effective use of their time in pursuing an education.

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

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

Misconduct includes but is not limited to the following:

- Misuse of identification cards, furnishing false information to the College, or misuse of college funds.
- Obstruction or disruption of any college activity-academic, social, clinical, or administrative.
- Threats, physical harm, or verbal abuse of any person on college property, at the clinical site, or at college sponsored functions.
- Theft or damage of any property belonging to the college, its personnel, its students, the clinical site firm or employees, or its guests.
- Violations of rules governing college facilities.
- Disorderly conduct or lewd, indecent, or obscene conduct or expression on college property, at the clinical site, or at college sponsored functions.
- Use, possession, sale, or distribution of illegal narcotics, drugs, or stimulants.
- Drunkenness, use, possession, sale or distribution of alcoholic beverages on college

property, whether leased or owned, at off-campus clinical sites, and on the specified premises of college sponsored off-campus functions.

- Unauthorized possession or use of explosives or firearms on campus, at the clinical site, or specified premises of college sponsored off-campus functions.
- Failure to comply with the directions of college officials, including clinical site preceptors, acting in the performance of their duties.
- Parking and traffic violations.
- Cheating on tests or assigned course work.
- Falsification of any clinical documents.

Class Atmosphere

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

The disruptive student will be confronted in a timely manner to reinforce learning environment expectations. If the disruption warrants, due to its seriousness or persistence, the instructor will involve appropriate administrative personnel. Specific differences of opinion should be discussed directly between student(s) and/or instructors on an individual basis, outside of class time. Such discussions will not be allowed to disrupt class time.

Social Media Policy

Funeral homes monitor social media postings of employees and job applicants and may take negative action based on unprofessional or damaging postings.

Students in the Funeral Service Program are held to the same standard, and social media sites may be monitored. Students are warned that social media postings, even when initially made in private form, can become public. Students are responsible for their posts.

Information received by the Funeral Service Program that affects character may result in disciplinary action, including dismissal from the program.

Hygiene and Dress Code

Students should follow the dress code policies established by their clinical embalming and funeral directing establishments. Funeral service professionals must be aware of specific standards regarding appropriate attire, grooming, and manners. At minimum, students should wear professional business attire to all clinical sites in funeral homes. Students are expected to maintain personal hygiene at clinical sites.

While performing embalming, restorative, cosmetic, and casketing procedures, students are

required to wear Personal Protective Equipment. Refer to the Clinical and Preceptor Handbook for further instruction.

Conduct-Related Program Dismissal

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

Immunizations

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

Additional immunizations may be required by individual clinical sites.

Pregnancy and Embalming

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

Certificate of Proficiency in Funeral Directing

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

This academic program is designed to meet specific state or professional needs. It is not accredited by the American Board of Funeral Service Education. Students graduating from this program will not have the academic credential for licensure in states where graduation from an ABFSE accredited program is required.

Technical Certificate in Funeral Directing

The Funeral Director Technical Certificate is designed to meet the prerequisites for licensure and employment in funeral service as a Funeral Director in the state of Texas and is recognized by the TX Funeral Service Commission. This Funeral Director Technical Certificate is not required

for a funeral director’s license in the state of Arkansas. However, the curriculum is designed to provide in-depth knowledge of the profession. According to the most recent policies and procedures that govern the administration of the Texas State Board Examination (TX SBE) provided by the Texas Funeral Service Commission and the International Conference of Funeral Service Examining Boards:

Registration procedure for the TX SBE will be as follows:

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

This academic program is designed to meet specific state or professional needs. It is not accredited by the American Board of Funeral Service Education. Students graduating from this program will not have the academic credential for licensure in states where graduation from an ABFSE accredited program is required.

Technical Certificate in Funeral Directing

Summer

FSED 1000 Funeral Service Orientation and Ethics

FSED 10002 History of Funeral Service

Fall

FSED 22203	Business & Funeral Law	3
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FSED 10303	Funeral Directing	3
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FSED 21003	Funeral Psychology/Sociology	3
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FSED 13103	Funeral Merchandising &	3
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Management

15

Spring

ENGL 10103	Composition I	3
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CSPI 10003	Introduction to Computers	3
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SPCH 10003	Principles of Speech	3
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ACCT 20003	Principles of Accounting I	3
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BUSI 10103	Introduction to Business	3
		15
Total	30	30

*Note: Students not meeting the ACT, ASSET, or COMPASS requirements in math and English shall enroll in sequential academic skills math, reading, and/or English courses during their first or second semester in college and each subsequent semester until the requirements are successfully completed. Any degree seeking student who is required to take an academic skills course, excluding Intermediate Algebra, must also take UNIV 10003 College Life Skills.

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