COURSE NO., HOURS, AND TITLE:  MSFS 351-4  Section 1 Funeral Service Management

LECTURE:  MWF 12:00-12:50, ASA Room 70  
T  11:00-11:50, ASA Room 70

PROGRAM MISSION STATEMENT:

The mission of the Mortuary Science and Funeral Service program is to challenge students to achieve academic and professional excellence; prepare students to acquire entry level positions in the funeral service profession; provide quality instruction and stay current with trends of the profession; cultivate and maintain excellent relations with local, state, and national organizations; enhance university and community relations; and work toward the continued improvement of the Mortuary Science and Funeral Service program as an ongoing process.

COURSE DESCRIPTION:

The student will learn skills necessary to effectively manage a funeral home. Included are the funeral director’s responsibilities from the first call to the completion of the funeral service. Topics include completing pre-need and post-need forms, human resource management, financial management, facilities management, maintenance of records, religious ceremonies and professional ethics. Lecture four hours. Prerequisite: MSFS 240 and IMS 120.

PREREQUISITE TO:  MSFS 352

COURSE OBJECTIVES:

Upon satisfactory completion of this course, the student shall be able to:

1. Identify the goals, objectives, and primary responsibilities of the funeral service manager.
2. Describe management functions as they relate to funeral service.
3. Discuss concepts of funeral service management as they relate to client-families, community, personnel (staff) and professional associations.
4. Identify the five areas of management and discuss the significance as it relates to funeral service.
5. Discuss procedures related to disaster management
6. Demonstrate knowledge of operational procedures specific to funeral service
7. Identify trends in funeral service
8. Understand the primary responsibilities of the funeral director
9. Have an understanding of the time frames in which the services of the funeral director are typically provided (i.e. pre-need, at-need, and post funeral follow-up).
10. Understand the value of proper telephone techniques
11. Be capable of transferring a human remains from the place of death to the funeral home using generally accepted procedures and equipment

12. Have the technical skills necessary to meet with a family in the arrangement conference

13. Have and understanding of a cross-section of American religious funeral customs

14. Have an understanding of fraternal and military funeral procedures

15. Be able to discuss with client families prefunded/preplanned funerals

16. Have general knowledge of the regulations for transferring human remains

17. Be familiar with specific vocabulary associated with funeral service.

**TOPICAL OUTLINE:**

<table>
<thead>
<tr>
<th>Topics</th>
<th>Percentages of Time</th>
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<tbody>
<tr>
<td>I. Small Business Management</td>
<td>10%</td>
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<td>II. Five Areas of Management</td>
<td>10%</td>
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<tr>
<td>III. At-need, Pre-need, and Post-funeral Follow up</td>
<td>20%</td>
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<td>IV. Telephone Etiquette</td>
<td>10%</td>
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<td>V. Mortuary Procedures Rendered to the Family and the Deceased From Death, Through Services to Burial</td>
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<td>VI. Religious Funeral Customs</td>
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<td>VII. Fraternal and Military Funeral Procedures</td>
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<tr>
<td>VIII. Personal and Professional Ethics</td>
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</tbody>
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**TEXTBOOKS:**

**Required:**


**Instructor:**
Mr. Anthony Fleege  
Office #: ASA 116 Tel: 453-5698  
e-mail: splash@siu.edu  
Office Hours: M 9-10  
T 9-11  
MWF 9-11  
And by Appointment..
GRADING:

<table>
<thead>
<tr>
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<th>Points</th>
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<tbody>
<tr>
<td>First exam</td>
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<tr>
<td>Second exam</td>
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<td>Final exam</td>
<td>100</td>
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<td>Assignments</td>
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<td>Quizzes</td>
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<tr>
<td>Final project</td>
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<td>Total</td>
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A=92-100%
B=83-91%
C=75-82%
F=74% or below

Attendance:

Class attendance is mandatory and will be taken at the beginning of each class period. Students are expected to attend class and be punctual, showing up late will be regarded as an absence. Attending class means staying awake, paying attention, not interrupting class, not cursing or being disruptive, and not disturbing the instructor or other students. Failure to follow any of these guidelines will result in dismissal from that class session and loss of attendance. You will be given 3 absences without penalty-each absence after that will be 10 points deducted from your final grade. Attending class means staying awake, paying attention, not interrupting class, not doing other class work and not disturbing the instructor or other students. **Cell phone usage is prohibited in the classroom.** If your cell phone rings or you take a call during class you will be asked to leave and will be counted absent for the day. Cell phones are very disruptive and are to be turned off and put away during class. There will no longer be texting, social media and internet browsing during class **UNDER NO CIRCUMSTANCES.** There is nothing so important that it can’t wait until after your learning experience! If you have an extenuating circumstance where you have to take a call during class, let the instructor know in advance and answer the phone in the hall, quietly excusing yourself. Failure to follow any of these guidelines will result in dismissal from that class session and loss of attendance. Questions concerning appropriate classroom behavior should be referred to the SIU Student Code of Conduct.

Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. **It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency.** The building Emergency Response Team will provide assistance to your instructor in evacuating the building or sheltering within the facility.

Time of final exam - Mon., Dec 12th, 12:30pm - 2:30pm

*Note: Changes may be made to this syllabus during the semester, at the discretion of the instructor as needed.*
IMPORTANT DATES *

Semester Class Begins: .......................................................... 08/22/2016
Last day to add full-term course (without Dean’s signature): .... 08/28/2016
Last day to withdraw from the University with a full refund: ....... 09/02/2016
Last day to add full-term course for a credit/refund: .............. 09/04/2016
Deadline to apply to graduate at the end of this term: .............. 09/16/2016
Last day to drop a full-term course (W grade, no refund): ......... 10/30/2016
Final examinations: .............................................................. 12/12–12/16/2016
Commencement: .................................................................. 12/17/2016

Note: For more detailed information on the above deadlines, please visit http://registrar.siu.edu/calendars. For add/drop dates that apply to shorter-than-full-term courses, please look at the Schedule of Classes search results at http://registrar.siu.edu/schedclass/index.php

FALL SEMESTER HOLIDAYS
Labor Day Holiday 09/05/2016
Fall Break 10/08—10/11/2016
Veterans Day Holiday 11/11/2016

WITHDRAWAL POLICY ~ Undergraduate only
Students who officially register for a session must officially withdraw from that registration in a timely manner to avoid being charged as well as receiving a failing grade for those classes. An official withdrawal must be initiated by the student, or on behalf of the student through the academic unit, and be processed by the Registrar’s office. For the proper procedures to follow when dropping courses and when withdrawing from SIU visit:
http://registrar.siu.edu/students/withdrawal.php

INCOMPLETE POLICY ~ Undergraduate only
An INC grade may be assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments for the course. An INC must be changed to a completed grade within one full semester (undergraduates), and one full year (graduate students), from the close of the term in which the course was taken or graduation, whichever occurs first. Should the student fail to complete the remaining course requirements within the time period designated, the incomplete will be converted to a grade of F and such grade will be computed in the student's grade point average. For more information visit:
http://registrar.siu.edu/grades/incomplete.php

REPEAT POLICY
An undergraduate student may, for the purpose of raising a grade, enroll in a course for credit more than once. For students receiving a letter grade of A, B, C, D, or F, the course repetition must occur at Southern Illinois University Carbondale. Effective for courses taken Summer 2013 or later, only the most recent (last) grade will be calculated in the overall GPA and count toward hours earned.
This policy will be applied to all transferrable credit in that only the last grade will be used to calculate grade point average. Only those courses taken at the same institution are considered repeats under this policy. See full policy at http://registrar.siu.edu/students/repeatclasses.php

GRADUATE POLICIES
Graduate policies often vary from Undergraduate policies. To view the applicable policies for graduate students, please refer to the graduate catalog at http://gradschool.siu.edu/about-us/grad-catalog/

DISABILITY POLICY
Disability Support Services provides the required academic and programmatic support services to students with permanent and temporary disabilities. DSS provides centralized coordination and referral services. To utilize DSS services, students must contact DSS to open cases. The
process involves interviews, reviews of studentsupplied documentation, and completion of Disability Accommodation Agreements.
http://disabilityservices.siu.edu/

PLAGIARISM
Student Conduct Code http://srr.siu.edu/student-conduct-code/

SAFETY AWARENESS FACTS AND EDUCATION
Title IX makes it clear that violence and harassment based on sex and gender is a Civil Rights offense subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories such as race, national origin, etc. If you or someone you know has been harassed or assaulted, you can find the appropriate resources here:
http://safe.siu.edu

SALUKI CARES
The purpose of Saluki Cares is to develop, facilitate and coordinate a university-wide program of care and support for students in any type of distress—physical, emotional, financial, or personal. By working closely with faculty, staff, students and their families, SIU will continue to display a culture of care and demonstrate to our students and their families that they are an important part of the community. For Information on Saluki Cares: call(618) 453-1492, email siucares@siu.edu, or http://salukicares.siu.edu/

SIU’s EARLY WARNING INTERVENTION PROGRAM (EWIP)
Students enrolled in courses participating in SIU’s Early Warning Intervention Program might be contacted by University staff during a semester. More information can be found at the Core Curriculum’s Overview webpage:
http://corecurriculum.siu.edu/program-overview/

EMERGENCY PROCEDURES
We ask that you become familiar with Emergency Preparedness @ SIU. Emergency response information is available on posters in buildings on campus, on the Emergency Preparedness @ SIU website, and through text and email alerts. To register for alerts visit:
http://emergency.siu.edu/

STUDENT MULTICULTURAL RESOURCE CENTER
The Student Multicultural Resource Center serves as a catalyst for inclusion, diversity and innovation. As the Center continues its work, we are here to ensure that you think, grow and succeed. We encourage you to stop by the Center, located in Grinnell Commons, to see the resources available and discover ways you can get involved on the campus. Visit us at http://inclusiveexcellence.siu.edu/

LEARNING AND SUPPORT SERVICES
Help is within reach. Learning support services offers free tutoring on campus and math labs. To find more information please visit the Center for Learning and Support Services website:
Tutoring : http://tutoring.siu.edu/
Math Labs http://math.siu.edu/courses/course-help.php
WRITING CENTER
The Writing Center offers free tutoring services to all SIU students and faculty. To find a Center or Schedule an appointment please visit:  http://write.siu.edu/

AFFIRMATIVE ACTION & EQUAL OPPORTUNITY
Our office's main focus is to ensure that the university complies with federal and state equity policies and handles reporting and investigating of discrimination cases. For more information visit: http://diversity.siu.edu/#

MILITARY COMMUNITY
There are complexities of being a member of the military community and also a student. Drill schedules, calls to active duty, complications with GI Bill disbursement, and other unforeseen military and veteran related developments can complicate academic life. If you are a member of the military community and in need of accommodations please visit Veterans Services at http://veterans.siu.edu/ Additional Resources:

ADVICEMENT: http://advisement.siu.edu/
SIU ONLINE: https://online.siu.edu/
SALUKI SOLUTION FINDER: http://solutionfinder.siu.edu/
MORRIS LIBRARY HOURS: http://libguides.lib.siu.edu/hours

Fall 2016 R.O'Rourke