WAYNE STATE UNIVERSITY

Mortuary Science Program
Handbook for Online Students

2018-2019
# Table of Contents

- Introduction
- Success in Online Learning
- Application Process
- Course Offerings and Program Completion
- On-Campus Requirements
- Clinical Requirements
- Practicum Site Requirements
- Transferring Between Modalities
- Technical Assistance
- Electronic Systems and Applications
- Course Delivery Mode
- Hardware Requirements
- Accessing Your Courses
- Working in Canvas
- Attendance and Participation in Online Courses
- Interaction with Students and Faculty
- Academic Advising
- Transferability of Credits and Licensure
- Taking Examinations Online
- Library Services
- Textbooks
- Financial Aid
- Tuition & Payments
- Registration
- Career Counseling and Job Placement
- Student Disability Services
- Academic Integrity
- ABFSE Accreditation Statement
INTRODUCTION

The purpose of this handbook is to provide guidelines and requirements to orient you to online learning in the Wayne State University Mortuary Science Program. The guidelines that appear here provide you with basic information. Information about specific courses should be directed to the instructor. The policies and requirements in this handbook supplement the policies and rules contained in the Mortuary Science Student Handbook, which is applicable to all students in the Program.

SUCCESS IN ONLINE LEARNING

Online learning offers flexibility in course completion, but also involves some challenges beyond those experienced in a traditional class setting. Here are some things to keep in mind:

1. An online course is not “easier” than a traditional course. You should plan to commit the same (or more) time and effort as you would with a traditional course.

2. Online learning takes self-discipline. Many students choose online courses due to their flexibility with time. While this flexibility is a benefit to many students, it also involves time management skills and self-discipline in terms of engaging with the course content, faculty, other students, and completing course tasks on time.

3. You should access each online course multiple times during a week according to the requirements set by the individual courses. Most online students find it easier to complete course modules in multiple sessions rather than a single session. You can also manage notifications in Canvas to inform you about when content is posted in a course.

4. Taking courses online requires basic knowledge of technology and electronic applications. You must be able to use the internet, contemporary applications such as Microsoft Word, download, upload and save files, send and receive emails and other electronic communications, and operate hardware such as a computer or tablet and webcam.

5. As part of your courses, you will be required to post original thoughts on discussion boards and post responses to posts by other students and instructors. This will require thoughtful written communication and netiquette skills.

6. If there is something you don’t understand in a course or you are having issues with navigating the technology involved in a course, it is imperative to contact your instructor for help. Instructors are committed to your success and in order to help you succeed, they need to know of any issues in a timely manner. The Mortuary Science Program, and
especially online learning courses within it can be fast-paced. Do not let yourself fall behind.

APPLICATION PROCESS

As referenced in the Mortuary Science Student Handbook, students must complete both the Application to Wayne State University and the Mortuary Science Program Application online. Please follow the instructions on the application carefully and include all supporting documentation including official transcripts, your resume’ and letters of recommendation. The application deadline is May 15th for the year in which you wish to enter the program.

COURSE OFFERINGS AND PROGRAM COMPLETION

Students are admitted to the Mortuary Science Program in the Fall semester only. Full time students complete the professional curriculum in three consecutive semesters (Fall, Winter & Spring/Summer). Part-time students complete the Program in six consecutive semesters. Please refer to the Mortuary Science Student Handbook for a detailed course sequence list.

ON-CAMPUS REQUIREMENTS

During the course of the Program, you will be required to be on campus a minimum of two times.

The first requirement is for attendance at Orientation. There are three parts of orientation, consisting of (1) General Orientation for the Eugene Applebaum College of Pharmacy & Health Sciences, (2) Mortuary Science Program General Orientation and (3) Mortuary Science Online Student Orientation. You will need to plan to spend the entire day (8:00am-6:00pm) at Orientation. Lunch will be provided.

The second requirement comes at the end of the Program. You will be required to be on campus for a period of approximately two weeks. During this time, you will perform a solo embalming, participate in Restorative Art laboratory sessions and take a comprehensive Practice National Board Examination (NBE). Depending on whether you need to retake the Practice NBE or perform more than one clinical embalming, the on-campus period could last more than two weeks. Please refer to the program’s Practice NBE and NBE policies in the Mortuary Science Student Handbook.

During your on-campus time, lodging, transportation and meals are your responsibility. WSU does not provide short-term housing, but several affordable dining options are available on-campus for WSU students.
CLINICAL REQUIREMENTS

Online students must fulfill the clinical requirements of the program, which are outlined in the *WSU Mortuary Science Program Practicum Manual*. These clinical requirements include:

1. Ten (10) embalming cases

2. Five (5) Arrangement Conferences. Students must observe or assist in the arrangement conference or participate in simulated arrangement conferences. In the course of the arrangement conferences, must prepare each of the following forms at least once:
   a. Death Certificate
   b. Burial Transit Permit
   c. SSA-721
   d. death notice
   e. obituary
   f. FTC-compliant Statement of Funeral Goods and Services Selected
   g. flag application, veterans burial benefit form and marker application

3. Five (5) Funeral Services or funeral-related services or ceremonies. Students must observe or assist in the service. This requirement may not be met through simulation. Three of the services must be from the following list:
   a. Liturgical
   b. Non-Liturgical
   c. Secular
   d. Chapel
   e. Graveside
   f. Military
   g. Fraternal
   h. Memorial (without deceased present)
   i. Direct Cremation
   j. Other (must describe)

4. Through observing or assisting in actual cases or through active simulation, students must utilize the following forms:
   a. First call sheet
   b. Arrangement worksheet
   c. FTC-compliant General Price List
   d. FTC-compliant Casket Price List
e. FTC-compliant Outer Burial Container Price List
f. Embalming Authorization form
g. Cremation Authorization form

5. Five (5) first calls. Students may actively participate in the process of taking actual first calls or may do so through simulation.

6. One (1) transfer of the deceased. Students must actively participate in transferring the deceased from the place of death or demonstrate the transfer process.

These tasks must be completed at an approved and affiliated funeral home through the WSU Mortuary Science Program.

**PRACTICUM SITE REQUIREMENTS**

It is the responsibility of the student to locate a funeral home near where the student lives which is willing to serve as a preceptor site. Funeral homes that serve as preceptor sites and the funeral directors at those sites must comply with the requirements outlined in the Practicum Manual. These requirements include completing online preceptor training, having a visit from a WSU representative to ensure compliance with state law and American Board of Funeral Service Education requirements, and executing an affiliation agreement with WSU. It is important for the funeral home personnel to understand their responsibilities prior to agreeing to serve as a preceptor site. The student should provide a copy of the Practicum manual (or link to it) to those responsible at the funeral home so that funeral home staff can make an informed decision.

The student must inform the Program of the Practicum site choice no later than August 1st so that arrangements can be made for preceptor training and a visit to the funeral home.

**TRANSFERRING BETWEEN MODALITIES**

Students may choose to enroll in a mixture of online and traditional delivery courses with approval of the Academic Services Officer and the Program Director. Students may also request to transfer from an online section of a course to a traditional section. These requests are considered on an individual basis and are based on enrollment availability, remaining course duration, and the academic needs of the student.
TECHNICAL ASSISTANCE

WSU Utilizes a Computer and Information Technology Helpdesk (C& IT Helpdesk) to assist with both hardware troubleshooting as well as WSU IT systems that you utilize such as Academica, Wayne Connect Email, and Canvas. The C&IT Helpdesk also supports other software that may be utilized. Students can access this service Monday-Friday from 7:30AM to 8:00pm by phone, email, or live chat. In the event of serious technical issues at night or on weekends, use the contact information in the syllabus to contact your instructor.

C&IT Help Desk

The C&IT Help Desk is Wayne State University's campus technology headquarters. Call, email, live chat or stop in for one-on-one help with any WSU IT systems, including Wayne Connect, Blackboard, Academica and Wi-Fi. The Help Desk offers computer and mobile device diagnostics and repairs, free and discounted software, and other services. It is the Help Desk's top priority to ensure all computing issues are resolved on first contact or are routed to higher tiers of support with 100 percent accuracy.

The C&IT Help Desk offers a wide variety of services and products to meet all your technology needs.

- **C&IT systems support:** Call, email, live chat, or drop by anytime for free assistance with Wayne Connect email, Blackboard, Academica or any WSU system.
- **Tech accessories for purchase:** Ethernet cords, flash drives, charging cables and more.
- **Computer and Device Repairs:** Get one-on-one support for your smart phone, tablet or computer — including complimentary Wi-Fi setup.
- **Software:** WSU offers a selection of free and discounted software for students, faculty and staff.

The C&IT Help Desk is available Monday – Friday, 7:30 a.m. to 8 p.m. for phone calls, email or live chat.

- 313-577-4357
- helpdesk@wayne.edu
- Online Chat (Standard)
- Online Chat (Mobile)

The C&IT Help Desk office is open Monday - Friday, 8:30 a.m. to 5 p.m. for in person and hands-on support.

- Suite 005 in the lower level of the Student Center Building.

The C&IT Help Desk is closed on University holidays.

If you are looking to reset your AccessID password, use the button below or go to webmail.wayne.edu/anmg/post/reset.
ELECTRONIC SYSTEMS & APPLICATIONS

Several systems and applications are used in the online program. Here is a list of the major systems along with a brief description:

1. Academica- This is WSU’s online portal. Through Academica, you access Canvas, your email, your registration and financial aid information and other student services. You can access Academica at academica.wayne.edu

2. Canvas- this is WSU’s Learning Management System or LMS. This is where you find all of your courses. Once you are logged in to Academica, you can access your Canvas courses by clicking the Canvas icon in the upper right side of your screen.

You can also access your courses in Canvas by going to canvas.wayne.edu and entering your Academica username and password.

3. Respondus Lockdown Browser- this is an application within your Canvas courses that locks down your computer during a test so that the only program running is the test you
are taking. You will be required to download Lockdown Browser in order to take your quizzes, tests and exams online and will be prompted to do so in your course.

4. Respondus Monitor- this is an application within your Canvas courses that uses your webcam to record you while taking a quiz, test or examination online. You will receive a notification in your course to download Respondus Monitor, which is required to take quizzes, tests and exams and will be prompted to do so in your course.

5. Wayne Connect- this is WSU’s email system. All email communications from WSU will be sent to your WSU email. You can access your email and the Microsoft Office Apps by logging into Academica and clicking on the Wayne Connect button in the upper right part of your screen.

COURSE DELIVERY MODE

The online courses in the Mortuary Science Program are delivered asynchronously, meaning that students do not have to be logged into a course at a set time in order to access the course content. However, there are deadlines and blocks of time when specific tasks must be completed in the course. For example, a student does not need to be logged in to a course at a particular day and time to access lecture material for that week. The student does, however, need to access the course content during that week and complete tasks such as discussion posts, assignments, and tests by a certain day and time in order to receive credit.

HARDWARE REQUIREMENTS

You must have a laptop, desktop or tablet device that includes a webcam and microphone and a reliable internet connection. The device must also have the capability to run the programs listed in the System Requirements section below.

SYSTEM REQUIREMENTS

The hardware and software requirements for your electronic device can be found on the WSU Application System Requirements webpage. The Mortuary Science Program utilizes Academica, Canvas, Respondus Lockdown Browser, Respondus Monitor, and Wayne Connect.
ACCESSING YOUR COURSES

You can access your courses either through the Canvas button in Academica or by going to canvas.wayne.edu and entering your Academica username and password. This will bring up your Canvas Dashboard (see image below), which will contain tiles with all of your courses.

Just click on the tile with the course you want to open.
When you are on a course page in Canvas and want to navigate back to your Dashboard, just click the Dashboard button on the left of the screen.

WORKING IN CANVAS

Canvas is an intuitive system that supports your navigation within a course and between courses. Before the first day of classes (the day your courses start), take some time to practice navigating through Canvas and using its features.

Comprehensive step-by-step guides for using Canvas are available on the Canvas Student Guides site. You can also view how-to videos about how using the various functions in Canvas. It is highly recommended that you view these guides prior to starting class.

Live support from a Canvas expert is available through the WSU C& IT Helpdesk Monday-Friday from 7:30am-8:00pm.

ATTENDANCE & PARTICIPATION IN ONLINE COURSES

The syllabus in each course will contain requirements for assignment, test, and examination due dates and the timing and frequency of participation in the course. Often, participation is in the form of discussion forums with other students and the instructor, but can also be by other means as assigned. Be sure to familiarize yourself with these requirements. Utilizing the Calendar in Canvas can help you manage your tasks in a course. Although tasks may vary from week to week and course to course, you should plan on logging in and participating in a course a minimum of 2-3 times per week.
INTERACTION WITH STUDENTS AND FACULTY

You will interact regularly with other students and instructors through online discussions in your courses. You are encouraged to expand your interaction with other students through the discussion board and chat tools in Canvas. Faculty are available during scheduled office hours in-person, by telephone or by online chat/instant messaging. Faculty welcome the opportunity to interact with online students about coursework, funeral service, career advice and any issues the student is experiencing. Online students are also encouraged to participate in activities organized by the Mortuary Science class when able.

ACADEMIC ADVISING

Academic advising for the Mortuary Science Program is handled through the Eugene Applebaum College of Pharmacy & Health Sciences Office of Student Affairs (OSA). The Academic Services Officer for our program is Robert Hellar. Mr. Hellar is available Monday-Friday from 9:00am-4:00pm by phone at (313) 577-8715 or by email at ac4659@wayne.edu.

TRANSFERABILITY OF CREDITS & LICENSURE

Wayne State University is regionally accredited by the Higher Learning Commission (HLC) and the Mortuary Science degree program is accredited by the American Board of Funeral Service Education (see accreditation statement on page 18). Credits earned in the Mortuary Science Program at Wayne State University are transferable to other colleges and schools.

The Bachelor of Science in Mortuary Science Degree at Wayne State University meets or exceeds the educational requirements for licensure in every state.
**TAking Examinations Online**

Many quizzes, tests and examinations that you will take require you to use Respondus LockDown Browser and Respondus Monitor. This will be noted in the instructions for the quiz, test or exam. Here are some basic instructions on how to get started with LockDown Browser and Monitor:

---

**LOCKDOWN BROWSER & RESPONDUS MONITOR**

**What is Respondus LockDown Browser?**
LockDown Browser is a locked browser for taking quizzes in Canvas. It prevents you from printing, copying, going to another URL, or accessing other applications during an assessment. If a Canvas quiz requires that LockDown Browser be used, you will not be able to take the quiz with a standard web browser. LockDown Browser should only be used for taking Canvas Quizzes. It should not be used in other areas of Canvas.

**Installing LockDown Browser**
If LockDown Browser has already been installed, skip to the next section. If not, LockDown Browser must be installed to each computer (Windows or Mac) being used to take a test.
- Your institution or instructor will provide the link for downloading and installing LockDown Browser.
- Follow the onscreen instructions to complete the install.

**Taking an Assessment**
1. Close all programs, unless one is used to connect you to the Internet.
2. Locate the “LockDown Browser” shortcut on the desktop and double-click it. (For Mac users, launch “LockDown Browser” from the Applications folder.)
3. If prompted to close a blocked program (e.g. screen capture, instant messaging) choose Yes when prompted.
4. Login to your Canvas course.
5. Navigate to the quiz and select the Take a Quiz link.
6. Once a quiz has been started with LockDown Browser, you cannot exit until the Submit Answers button is clicked.

**Using with a Webcam (Respondus Monitor)**
You may be required to use LockDown Browser with a webcam, which will record you during an online, non-proctored exam. (The webcam feature is sometimes referred to as “Respondus Monitor.”)
Your computer must have a functioning webcam and microphone. A broadband connection is also required.
- If an exam requires LockDown Browser and a webcam, follow steps 1-5 in the previous “Taking A Test” section. At this point the Startup Sequence for the webcam begins.
- You will first need to review and agree to the Terms of Use.
- The Webcam Check will confirm that your webcam and microphone are working properly. The first time the Webcam Check is performed on a computer, Adobe Flash Player will require you to select Allow and Remember.
- The remaining steps of the Startup Sequence will depend on settings chosen by your instructor. Follow the instructions and note your progress along the top of the screen.
- If you encounter a problem, select the It’s not working link for troubleshooting tips.

The test will begin after the Startup Sequence is complete. You cannot exit LockDown Browser until the test is submitted for grading.

**Problems?**
If you have problems downloading, installing, or taking a test with Respondus LockDown Browser, contact your instructor or your institution’s help desk.

Please also visit the Respondus site to view short videos on how to use LockDown Browser and Monitor.
LIBRARY SERVICES

Online students have access to the WSU Library System through the library website. WSU has an extensive digital collection as well as a collection of e-books with quick search functions. As an intensive research university, WSU also has several resources related to research, including access to e-journals and reference tools.

There is also a Timesaver/Research Guide available specifically for Mortuary Science students.

Students can utilize the Ask-A-Librarian tool for help. This function allows you to get library or research assistance by speaking with a WSU librarian over the phone or by instant message.

Using the Quick Search feature by inputting key words is an efficient way to look up topics and resources.
TEXTBOOKS

Textbooks that are required for a course are listed in the course syllabus. You may also visit the WSU Bookstore website and use the Find Course Materials feature, which allows you to input the course number to get a listing of required textbooks and materials.

For the Department, select “MS” and then input the course number and section number in the respective columns. Both print textbooks and digital textbooks can be purchased through the bookstore and delivered to you. When you enter your search, you will get a results screen which allows you to order the book.
FINANCIAL AID

You can monitor your financial aid tasks and awards through the financial aid website or through the link in Academica. In this space, you can check your requirements, accept your awards, review your overall aid status and view messages.

STUDENT SERVICES & TUTORING

As a WSU student, you have access to full complement of student services. These services are described in greater detail in the Mortuary Science Student Handbook. The Academic Success Center at WSU also offers an online study skills community. Due to the specialized nature of the Mortuary Science Program, tutoring is course-specific, so please contact your instructor for information about tutoring services.

GENERAL INFORMATION ABOUT WSU

General information about WSU may be found on the main WSU website. Information about undergraduate programs and courses may be found in the WSU Undergraduate Bulletin.
TUITION & PAYMENTS

Tuition and fee information can be found on the Office of the Registrar website. Students may also utilize the Tuition Calculator and select Undergraduate- Upper Division. Payments may be made online by credit card or through internet ACH. Information about making payments may be found on the Office of the Bursar website. Payments are made securely through Academica under the Student Resources tab.
REGISTRATION

Students register for courses online by logging in to Academica and selecting Registration under the Student Resources tab. Under the Registration tab, select the Register/Add/Drop choice.

CAREER COUNSELING & JOB PLACEMENT

While the Program cannot guarantee employment, every effort is made to assist students in securing employment opportunities. Job postings received by the Program are posted on the Mortuary Science Students Canvas page as well as the Program Facebook page. The Mortuary Science Program also offers a voluntary mentoring program. Students are provided a listing of mentors including short bios and may choose a mentor from the list. All of the mentors are licensed funeral professionals who can assist with interviewing skills, resume’ review, and networking.

STUDENT DISABILITY SERVICES

Disability services are provided through WSU Student Disability Services (SDS). Students who require accommodations/services must register with SDS.
ACADEMIC INTEGRITY

Academic Integrity is required and expected of all students in the Mortuary Science Program. It is recognized that there are opportunities to cheat in both traditional and online learning formats. Bear in mind that at the end of the Program, you will be required to take a proctored Practice NBE on campus. You are only allowed two retakes of this exam. If you fail to meet these requirements, you will have to repeat the Professional Review course, which will delay your completion of the Program for a year or more and cost you money.

You should refresh your knowledge by periodically reviewing all of your course materials throughout the program to ensure that you will be prepared for the Practice NBE at the end of your coursework. Being an online student takes self-discipline. Skipping course content, doing the bare minimum to complete a course, or engaging in any type of cheating or other activity to gain an artificial advantage will not set you up for success on the Practice NBE or NBE.

ACCREDITATION

The Mortuary Science degree program at Wayne State University is accredited by the American Board of Funeral Service Education (ABFSE), 992 Mantua Pike, Suite 108 Woodbury Heights, NJ 08097 (816) 233-3747; web: http://www.abfse.org.