



**University of Minnesota
Program of Mortuary Science
Policies and Procedures
2016 - 2017 Academic Year**

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Purpose

The purpose of this handbook is to set forth operating policies and procedures affecting students, faculty, and staff within the Program of Mortuary Science.

This handbook does not contain every University policy relating to enrollment as a student matriculated in the Program of Mortuary Science. Rather, it contains those policies which relate to the most common questions, concerns, and issues related to the daily operation of the Program.

In addition to the policies contained in this handbook, students are obligated to abide by all University policies contained in the on-line Undergraduate Catalog: <http://www.catalogs.umn.edu/ug/index.html>. Catalogs are no longer available in print format; you must view all catalog information online or download pdf sections.

Additionally, a listing of University policies related to Undergraduate student affairs and due process is available on-line by accessing <http://www.policy.umn.edu/>.

Program Oversight

The management of the daily operating affairs of the Program is the responsibility of the Program Director. To assist with the operation of the Program, the Director works with various committees charged to respond to questions, concerns, and problems that typically occur as part of life within this academic community.

Program Director Contact Information: Dr. Michael P. LuBrant, Mayo Mail Code (MMC) 740, 420 Delaware St. SE; Minneapolis, MN 55455, (612) 624-3980, e-mail: mpl@umn.edu.

Program Director's Assistant: Robyn Meunier, Student Personnel Coordinator, Mayo Mail Code (MMC) 740, 420 Delaware St. SE; Minneapolis, MN 55455, (612) 624-6464, e-mail: zast0027@umn.edu. Acting Student Personnel Coordinator: Giselle Wynia – wynia009@umn.edu.

Part 1: Academic Policies

Academic Progress

Upon matriculation into the Program, students are expected to complete the academic requirements for a Bachelors of Science degree with a major in Mortuary Science within two years. To insure that students complete their degree requirements within this time frame, all students must abide by the following academic progress policies:

1. All students must register for at least 13 credits each semester (see *Full-Time Registration Requirement*, p. 8.);
2. Prior to the start of each academic term, all students must meet with the Program's student adviser to a) review their degree completion plan and b) confirm their course registration for the upcoming term;

3. Students may not register for any class(es) that do not directly support the completion of the Bachelor of Science degree with a major in Mortuary Science*;
4. Students must graduate from the Program at the end of the academic term during which they complete the course requirements for a major in mortuary science;
5. If, during the course of their academic program, a student decides that s/he would like to change her/his major to something other than mortuary science, the student must transfer to a different college, program, etc. (e.g. College of Continuing Education) to register for courses not required of the mortuary science major. The Program will not allow a student to register for non-mortuary science courses should s/he decide to transfer out of/ withdraw from Program of Mortuary Science.

*Exceptions: On occasion students decide to complete a second major (and/or a minor) concurrent with their major in mortuary science. It may be possible for a student to take courses required to complete a second major at the same time s/he is working to complete the requirements for the mortuary science major. A student desiring to complete a second major should discuss this interest with the Program's student adviser early on in their academic tenure as a mortuary science student. To ensure timely completion of a degree with a major in mortuary science, it may not be possible to pursue a second major while working to complete the requirements for a degree in mortuary science. Questions about double majors, minors, and/or changes in a degree program a) must be discussed with the Program's student adviser, and b) will be referred to the Program's Student Scholastic Advisory Committee for additional review and approval.

If a student fails to abide by these policies, the Program reserves the right to take any of the following actions:

1. Withdraw the student from any course(s) not required of the mortuary science major;
2. Place a hold on the student's record so that s/he may not register for any course(s) that do not directly support her/his completion of the mortuary science major;
3. Other actions which will facilitate the student's timely completion of a degree with a major in mortuary science, as determined by the Student Scholastic Advisory Committee.

Student Scholastic Advisory Committee

The **Student Scholastic Advisory Committee (SSAC)** is charged to establish and enforce policies and procedures related to academic performance, and to act upon student petitions. The committee is comprised of faculty members holding academic appointments in the Program of Mortuary Science.

A minimum of three faculty members, including the Program Director, meet as necessary to address 1) concerns about a student's academic progress in the Program,

and 2) petitions and/or other written concerns a student may have related to their academic standing in the Program. Matters regarding academic performance are brought to the attention of the Program Director, who will arrange for a timely meeting with Committee members and the Program academic advisor to discuss problem(s) and make appropriate recommendations for action.

Petitions for course waivers: The Program may exempt a student from a required course based on the student's prior successful completion of a course that is similar in content and academic level to the required Program course. All requests to be exempt from a required Program course must be made in writing by submitting an *Undergraduate Academic Policy Petition* form, found at <http://policy.umn.edu/sites/policy.umn.edu/files/forms/otr172.pdf> along with a course syllabus for the similar course that was completed. The petition must be submitted to the Program Director for review at least two weeks prior to the start of the required Program course. At least one instructor who has professional expertise in the subject matter will review the waiver request. Once a petition for course waiver has been acted upon by the faculty, there is no further appeal should the request be denied. The Program does not offer examinations for either credit or proficiency for any of its courses (i.e., MORT designator) required for the major in mortuary science. If a required course waiver is not approved, the student must take the course(s) petitioned for credit.

Academic Performance Standards: A student's work is considered unsatisfactory when:

1. S/he earns a grade point average (g.p.a.) in a given semester (including Summer Session) below a 2.0. If a student's g.p.a. drops below a 2.0, s/he will receive a letter from the Program Director indicating this fact, and will be required to meet with the Director and academic adviser to discuss her/his academic progress within the Program. The student is then placed on academic probation. (*Note: If the student does not schedule and attend the required academic progress meeting, their course registration for the following semester may be cancelled.*) The probationary term extends until the end of the following semester. If a student is placed on probation at the end of Spring Semester, their probationary term extends to the end of the following Fall Semester, even if they register for May and/or Summer Session Courses during that same year.
2. S/he earns a grade of less than C- in any Program* course: The student will be required to re-take the course, or its equivalent, as approved by the Program. The student will also be placed on academic probation for one semester. If a student is placed on probation at the end of Spring Semester, their probationary term extends to the end of the following Fall Semester, even if they register for May and/or Summer Session Courses during that same year. The student must earn a grade of at least a C- for the course they re-take, or they will be suspended from the Program.

* Program courses include any course with the MORT designator, PHAR 1002: Health Sciences Terminology, PUBH 3001: Personal & Community Health and any course taken to fulfill the 60 upper division credit requirement.

3. S/he earns a grade of less than C- in any Program* course s/he re-takes: If a student does not pass the course with a grade of C- or higher after re-taking it a second time, they will be suspended from the Program for one semester. If a student is suspended at the end of Spring Semester, their suspension term extends to the end of the following Fall Semester, and they will not be allowed to register for May and/or Summer Session Courses during that same year. The student will be required to re-take the course, or its equivalent, as approved by the Program, for a third time.
4. S/he earns a grade of less than a C- in any Program* course s/he re-takes a third time: If a student does not pass the course with a grade of C- or higher after re-taking it a third time, they will be expelled from the Program.

Conditions of Academic Probation:

While on academic probation, the student must meet the following two conditions:

1. Complete the probationary term with a grade point average of at least 2.0; **and**
2. Earn no grades below C-.

If a student does not meet **both** of these two probationary criteria, they will be suspended from the Program. The period of suspension will begin on the first day following the end of the probationary term, and will terminate no earlier than the last class day of the following 15-week academic semester. Thus, if a student is suspended at the end of Spring semester, the earliest term for which s/he could next register would be Spring of the following year.

Upon return to the Program following academic suspension, the student must:

1. Complete a second probationary term with a grade point average of at least 2.0; **and**
2. Earn no grades below C-

A student's failure to meet **both** of these two criteria, following a period of suspension, will result in their automatic dismissal from the Program. Once dismissed from the Program for failure to meet academic performance standards, a student must apply for readmission. Students may not reapply for readmission until one calendar year after the date of dismissal has passed.

Grading: For policies related to grading, please refer to the University's Administrative Policy: *Grading and Transcripts: Twin Cities, Crookston, Morris, Rochester*, which appears as an appendix to this handbook, and is also available on-line at <http://www.policy.umn.edu/Policies/Education/Education/GRADINGTRANSCRIPTS.html>.

The assessment of academic performance is the responsibility of the course instructor. Any questions about grading are to be directed to the instructor. A principal goal of the

* Program courses include any course with the MORT designator, PHAR 1002: Health Sciences Terminology, PUBH 3001: Personal & Community Health and any course taken to fulfill the 60 upper division credit requirement.

Program is to prepare students to pass specialized certification examinations that are required for licensure as a funeral director. Passing the National Board Examination (NBE) of the International Conference of Funeral Service Examining Boards (ICFSEB) is required by nearly every state in order to practice as a licensed funeral director. To pass the NBE, a program graduate must earn a score of at least 75% in **both** the Arts and Sciences sections of the exam. Likewise, a score of least 75% is the typical passing score required for individual State Board funeral-service-specific statute licensing examinations. Because of these considerations, the Program uses the following grading scale for all of its courses:

Percentage	Grade
97-100%	A
94-96%	A-
91-93%	B+
87-90%	B
84-86%	B-
81-83%	C+
78-80%	C
75-77%	C-
72-74%	D+
69-71%	D
Below 69%	F

If a student feels that an instructor has not followed grading guidelines established in the course syllabus in assigning a grade, the student should first speak with the instructor. If, after speaking with the instructor, s/he still feels there was a problem with how the grade was assigned, the student is advised to contact the Program Director to discuss the matter. The Student Conflict Resolution Center (SCRS, 254 Appleby Hall, 128 Pleasant St. SE, Minneapolis, MN 55455, (612) 624-7272 (SCRC), sos@umn.edu, <http://www.sos.umn.edu/index.html>) may be consulted for assistance with mediating an informal resolution to the situation.

Policies Related to Clinical Rotations

Timely Registration

Due to the significant amount of time needed to inspect, train, and arrange for clinical rotation placements, students are required to register for MORT 3379: Clinical Rotations at least thirty (30) calendar days **prior** to the first day of the semester (and/or Summer term) in which the student plans to complete the course. If a student does not register for the course within this 30-day time frame, s/he may be unable to complete the course during the semester desired, potentially extending his/her time in the Program. If a student who intends to register for the course is unable to do so due to extenuating circumstances beyond their control, s/he must contact the course instructor in writing at least thirty (30) days prior to the first day of the semester, stating the intent to register for the course and the number of credits for which s/he intends to register. Once a student is placed at a clinical site by the course instructor, placement decisions are firm. Additionally, clinical rotations may only take place at a duly-licensed mortuary located in

the State of Minnesota, under the supervision of a Minnesota licensed mortician who has been trained by the Program to serve in the role of a clinical student preceptor.

Credit Requirements

A student is required to complete a minimum of 6 credits of clinical rotation coursework as part of the degree program. Because this is a rotation course, students will be placed at two different funeral homes as part of the rotation course sequence. Typically, students register for 3 credits during each rotation.

Exemption for Students Who Have Completed Apprenticeships

A student who has completed either all, or a significant portion, of a state-approved funeral service internship / apprenticeship prior to taking their required two clinical rotations may petition the Program to be exempt from one rotation, provided the work they have completed is similar in nature, scope, breadth, and clock-hour time requirements as the Program's clinical course requirements. (Typically, students who meet these criteria have completed in internships / apprenticeships in WI, MI, or SD.) To be exempt from one clinical rotation, the student must a) submit a petition form requesting the exemption to the Program, and b) provide documentation of all hours worked and activities performed as part of their state-approved internship/ apprenticeship. In order to ensure faculty have sufficient time to review the petition, all documentation must be submitted to the Program at least 30 days prior to the anticipated start date of the student's required rotation. If an exemption is approved, the student must keep in mind that s/he may need to complete other classes in order to earn the 60 credits of upper-division coursework required of the Program.

Registering for Additional Clinical Rotation Credits

Pending the availability of clinical rotation sites, a student may complete up to 12 credits of clinical rotation coursework. Students who desire to take more than 6 required credits of clinical rotation coursework are advised to discuss this as soon as possible with the Clinical Course Director, as the number of rotation sites is limited, especially in the Twin Cities metro area.

Make-up Examinations: University Senate Policy (adopted Spring 1992) requires instructors to provide make-up examinations for students who miss exams because of scheduled activities of an official University student organization, a religious holiday, or a verifiable illness. It is the responsibility of the student to notify faculty members of such circumstances as far in advance as possible. It is the responsibility of faculty members to provide make-ups for major examinations, ordinarily including mid-term and final examinations.

Should unusual situations make this impractical, the Program Director should approve alternative arrangements. Except for major examinations, for which the instructor must make accommodations, special arrangements for absences are at the course instructor's discretion. Requests for examination rescheduling due to personal reasons (non-emergency and/or non-medical reasons) should be avoided. Faculty members are not required to offer make-up quizzes, tests, and/or examinations to students who miss a quiz, test and/or examination for personal reasons.

Faculty members reserve the right to require documentation from students to verify the legitimacy and validity of all circumstances necessitating make-up work.

Late Assignments: The University Senate Policy on make-up examinations will also be applied to the submission of late assignments. Students will not be penalized for late assignments due to unavoidable or legitimate circumstances. Such circumstances include, but are not necessarily limited to: Verified illness, participation in athletic events or other group activities sponsored by the University, serious family emergencies, subpoenas, jury duty, military service, and religious observances.

It is the responsibility of the student to notify faculty members of such circumstances as far in advance as possible. Likewise, faculty members reserve the right to require documentation from students to verify the legitimacy and validity of avoidable circumstances.

Incomplete Work: For policies related to incomplete work, see: *Administrative Policy: Grading and Transcripts: Twin Cities, Crookston, Morris, Rochester*, which appears as an appendix to this handbook, and is also available on-line at <http://www.policy.umn.edu/Policies/Education/Education/GRADINGTRANSCRIPTS.html>.

Withdrawing From a Course: For policies related to withdrawing from a course, see: *Administrative Policy: Grading and Transcripts: Twin Cities, Crookston, Morris, Rochester*, which appears as an appendix to this handbook, and is also available on-line at <http://www.policy.umn.edu/Policies/Education/Education/GRADINGTRANSCRIPTS.html>.

University Standard Credits and Workload Expectations: For undergraduate courses, one credit is defined as equivalent to an average of three hours of learning effort per week (over a full semester) necessary for an average student to achieve an average grade in the course. For example, a student taking a three-credit course that meets three hours a week should expect to spend an additional six hours a week on coursework outside the classroom. One conventional credit is hereby defined as equivalent to three hours of learning effort per week, averaged over an appropriate time interval, necessary for an average student taking that course to achieve an average grade in that course.

Full-Time Registration Requirement: All matriculated mortuary science students must register for at least 13 credits each semester until they complete their degree requirements. If a student has 12 or fewer credits to complete during their final academic term as a mortuary science student, they are advised to fill out the University's *13-Credit Exemption Request Form* so that they are not charged the 13-credit flat tuition rate. This form may be accessed at http://onestop.umn.edu/registration/guidelines/credit_load/13_credit_policy.html under the heading *Exemptions – Approved exemption*.

Students must also complete a clinical rotation during a May session. Students should be advised that tuition for May rotations (3 credits) may not be covered by financial aid, and therefore should plan their finances accordingly.

Leave of Absence: Students completing their first baccalaureate degree are required to maintain full-time student status (i.e., 13 or more credits) each semester, until they complete their degree program. If a student fails to register for classes either Fall or Spring Semester, they may be withdrawn from the Program, and will need to apply for re-admission the following Fall Semester.

Students may request a leave of absence for **one** academic semester only. To request a leave of absence, a student must submit a Leave of Absence form, found at <http://onestop.umn.edu/forms/index.html>. The request must be submitted to the Program Director no later than 30 calendar days before the start of the term for which they request the leave of absence. The student must state the reason(s) why a leave of absence is being sought. The Director will then make a decision as to whether to grant approval for the request. Only in exceptional cases will a leave of absence for more than one semester be granted.

Immunizations: In order to register for, and participate in, Program laboratory and/or clinical rotation coursework, proof of immunization for specific diseases must be on file with Boynton Health Services **prior to the start of the first day of classes**. Any student who does not comply with the Academic Health Center's Immunization Requirement Policy, found at <http://www.bhs.umn.edu/immunization-requirements.htm#ahc-student>: a) may not be allowed to participate in any laboratory activity involving work with human remains, and b) may be withdrawn from the Program due to ineligibility to complete required laboratory coursework.

Attendance: The University does not maintain a single, universal attendance policy for all classes. Program Policy requires that all students **must** attend the first day of each class for which they are registered. Failure to attend the first class session may result in the student being dropped from the class.

Individual instructors are expected to state an attendance policy in the syllabus for each course they teach. Mortuary science students are expected to attend all sessions of each class for which they are registered. It is both disruptive and impolite for a student to arrive to class late, or to leave a class early, unless for legitimate reasons (e.g. doctor's appointment, etc.). Some instructors may mark as absent a student who arrives late for class, or leaves early.

Failure to attend certain Program courses in their entirety, such as lab and clinical rotation courses may result in a student being withdrawn from the course. Please inform your instructors as soon as possible of an anticipated absence. Arrangements for making up missed work should be made as soon as possible upon return from an absence.

Disability Resource Center: The University of Minnesota Disability Resource Center (DRC) works to ensure access to courses, services, activities, employment and facilities for all University of Minnesota students, faculty and staff with disabilities. Any student with a documented disability (e.g. learning, psychiatric, sensory, physical, or systemic) who needs to arrange reasonable accommodations must contact the Disability Resource Center to determine eligibility for services.

The DRC Academic Health Center Liaison for mortuary science students is Todd Helmer (helme062@umn.edu; tel. 612-624-6884.) Mr. Helmer will assist eligible

students with: obtaining documentation of disability conditions, determining and implementing reasonable accommodations, and providing information, referral, and consultation. All services are confidential and free. The DRC is located in the McNamara Alumni Center, 200 Oak St. SE, Suite 180 and can be reached at drc@umn.edu or (612) 626-1333 (voice or TTY). Additional information is available on the Disability Resource Center website, <https://diversity.umn.edu/disability/>.

Please be advised that accommodations are not retroactive, so if you believe you may be in need to an accommodation(s), you should contact the DRC as soon as possible to discuss your questions with Amy Bowe, Todd Helmer, or another DRC counselor.

STUDENT ACADEMIC GRIEVANCE

Based upon the following University of Minnesota Board of Regents Policies:

- Academic, Adopted: January 13, 1995 and

-Conflict Resolution Procedures for Student Academic Complaints, Adopted July 12, 2006

Section i. Scope and Purpose

Student academic complaints are brought by students regarding the University's provision of education and academic services affecting their role as students and must be based on a claimed violation of a University rule, policy, or established practice.

Student academic complaints do not include student complaints regarding:

- their University employment
- disciplinary action under Board of Regents Policy: Student Conduct Code
- grades
- University admissions decisions

Relief Available

Resolution of complaints under this policy may include student reinstatement or other corrective action for the benefit of the student, including refunds, but may not award monetary damages or direct disciplinary action against any employee of the University.

This policy does not limit the University's right to change rules, policies, or practices related to the provision of academic services and education.

Subd. 1. Violation of Policy. This policy addresses academic grievances only. Academic grievances are complaints brought by students regarding the University's provision of education and academic services affecting their role as students. Academic grievances must be based on a claimed violation of a University rule, policy, or established practice. This policy does not limit the University's right to change rules, policies or practices.

Subd. 2. Not Applicable. This policy does not apply to conflicts connected with student employment or actions taken under the Board of Regents policy, "Student Conduct." Also, complaints alleging violation of the University's policies of sexual harassment and academic misconduct are not grievances under this policy. Such claims shall be referred to the appropriate office for investigation and review. Any complaint alleging discrimination in the University/student relationship, other than sexual harassment, may be filed either under this policy or with the Office of Equal Opportunity and Affirmative Action, but not both.

Subd. 3. Qualified Students. Students enrolled at any campus of the University of Minnesota may file academic grievances under this policy.

Subd. 4. Policy Goal. It is the goal of this policy to provide a simple and expeditious process, allowing for both informal and formal resolutions of conflicts. Resolutions may include student reinstatement or other corrective action for the benefit of the student, but may not award monetary compensation or take disciplinary action against any employee of the University.

Section ii. Informal Resolution

Subd. 1. Lowest Unit Level. The first step of any resolution should be at the lowest unit level, between the parties involved or the parties and an appropriate administrator. Students may wish to consult the Student Conflict Resolution Center or similar support services for advice and possible mediation. If no informal resolution can be found at the lowest unit level, informal resolution may be sought at the collegiate level with the parties and higher level administrators. If the issue cannot be resolved informally, the complainant may move the case to the formal level.

Process of Resolution

Informal: Student discusses the problem with instructor. If unresolved, the student contacts the Student Conflict Resolution Center.

Formal: If the Student Conflict Resolution Center is not able to mediate a resolution between the student and instructor, the matter is referred to the Program's Academic Grievance Committee for further action. (See Section iii, *Formal Resolution*, below.).

Subd. 2. Judgments on Academic Performance. Grievances involving an instructor's judgment in assigning a grade based on academic performance may be resolved only through the informal resolution procedures.

Section iii. Formal Resolution

Subd. 1. Establishment of an Academic Grievance Officer and Committee. Each collegiate unit and the Office of Student Affairs will have an academic grievance officer and an Academic Grievance Committee. Members will be drawn from faculty, students and academic staff, as provided by the committee structure of that unit. The academic grievance officer of each collegiate unit will be a faculty member who holds no other administrative appointment. In the case of student affairs or other involved units without an established faculty, the grievance officer will be a member of that staff, with academic staff members drawn from the unit's professional staff and with students and faculty drawn from throughout the University.

Subd. 2. Establishment of a University Academic Grievance Officer and Committee. There will also be a University Academic Grievance Committee and a University academic grievance officer for grievances arising from the actions of college deans or the vice presidents/chancellors of student affairs. The University academic grievance officer will serve as grievance officer for these matters. The University academic grievance officer and the University Academic Grievance Committee will be appointed by the president in consultation with the appropriate appointing agencies, and will be drawn from faculty, students and academic staff.

Academic Grievance Committee for the Program of Mortuary Science

The Program's Academic Grievance Committee is an *ad hoc* committee, charged to hear students' grievances in a formal manner, when resolution of a problem at a lower level could not be achieved. The Committee consists of four persons:

1. The Chair: A Program faculty member (not the Program Director),
Michael C. Mathews, A275-5 Mayo Building. Phone (612) 624-0463; e-mail: mathe002@umn.edu..
2. A second faculty member from the Program: *(To be selected by the Chair)*
3. A faculty member from outside the Program:
Associate Professor Donna J. Spannaus-Martin (Clinical Laboratory Sciences Program). 15-170 Phillips-Wangensteen Bldg. Phone (612) 625-4428; e-mail: spann003@umn.edu.
4. A Program student: *(To be selected by the Chair)*

Note: Should a grievance involve one or more of the above named Committee members, the Program Director will select an alternative individual(s) to serve on the Committee.

Subd. 3. Filing a Complaint. A complaint must be submitted in writing to the appropriate college grievance officer (i.e., Prof. Michael Mathews), identifying the student grievant, the respondent, individuals involved, the incident, the rule / policy / established practice claimed to be violated, and a brief statement of the redress sought.

Subd. 4. Collegiate Unit. The grievance should be filed in the collegiate unit in which the incident is alleged to have occurred, which may not necessarily be the student's own college. Program of Mortuary Science students are to file the report with Prof. Michael Mathews, A275-5 Mayo Building.

Subd. 5. Preliminary Resolution Procedure. The college academic grievance officer (i.e., Prof. Mathews) will meet with the student and individuals involved to determine whether a satisfactory resolution can be reached. If a resolution cannot be achieved, the grievance officer shall obtain a written answer from the respondent, and refer the matter to a hearing panel of the Academic Grievance Committee. [See list above for Committee members].

Subd. 6. Hearing Panel. Hearing panels will be chaired by a faculty member, and will have a minimum of three and, if determined necessary by the college grievance officer, a maximum of five members. On a panel of three, one member will be a student. If membership exceeds three, the panel may include more than one student. In the case of undergraduate complaints, the student members will be undergraduates.

Subd. 7. Hearing Panel Responsibilities. Hearing panels will review the evidence and hold hearings as necessary. The panel will not substitute its judgment for that of those most closely acquainted with the field, but will base its recommendations on whether a rule, policy, or established practice was violated. The panel will prepare a written report recommending a resolution of the matter, and will send the report to the parties and to the dean of the collegiate unit for review and action. If the dean does not accept the recommendation, the dean will provide a written explanation of any non-concurrence.

Subd. 8. Appeals. If any of the parties are not satisfied with the dean's resolution of the grievance, they may appeal to the Provost's Appeal Committee. Based on the written appeal and response, this committee will determine whether there are sufficient grounds to hold an appeal hearing. The provost's Appeal Committee will not hear a case *de novo*, but rather will determine whether the parties have been afforded due process. The Provost's Appeal Committee will report its recommendation to the appropriate vice president, provost, or chancellor for review and action. If the recommendation is not accepted, the vice president, provost, or chancellor will provide a written explanation of any non-concurrence.

The decision of the appropriate vice president, provost, or chancellor is final and cannot be appealed.

Section iv. Timeliness

- (a) All complaints must be filed within 30 calendar days after the incident being grieved occurred. A response to the complaint must be filed within 15 working days.
- (b) Deans and vice presidents must act upon the recommendations of the committees within 30 calendar days. Appeals must be filed within 15 working days.
- (c) Timelines may be adjusted if there are compelling reasons for delay offered by any of the parties.

Part 2: Conduct Related Policies

Conduct Procedures and Policy

All students at the University have the right to a calm, productive and stimulating learning environment. In turn, instructors have a responsibility to nurture and maintain such an environment. Lively, even heated, discussion is not disruptive behavior. However, student behavior that is an obstacle to teaching and learning must be addressed.

The disruptive student should be confronted in a timely manner to reinforce learning environment expectations. The instructor and student should also discuss what could be done to improve the situation. If the disruption warrants, due to its seriousness or persistence, the instructor should consult with appropriate administrative personnel (i.e., program chair, dean, student affairs director, and/or director of graduate/under-graduate studies). If collegiate level action is to be taken, the student should be provided notice of the offense, and given an opportunity to respond. *Applicable Program and college procedures must be followed when providing the student with notice and the opportunity to respond.*

After hearing the student's response, a decision can then be made to issue discipline or pursue further action. The student should be informed of any discipline and any right to appeal. Again, any applicable Program or college procedures must be followed.

In addition to collegiate level action that may be taken, the student's behavior and conduct may also be subject to disciplinary action under the University Student Conduct Code. A statement of the alleged misconduct is then submitted to the office of Student Conduct and Academic Integrity (<http://www.oscai.umn.edu/>). The Director of Student Conduct and Academic Integrity may be contacted to assist in these determinations.

Instructors should not hesitate to call the University of Minnesota Police Department (612) 624-COPS [2677]) if the disruptive student appears to pose a threat to him/herself or others. Students whose behavior suggests the need for counseling may be referred to University Counseling and Consulting Services.

University of Minnesota Program of Mortuary Science Student Code of Professional Conduct

Policy Statement:

The Board of Regents of the University of Minnesota has established a Student Conduct Code which applies to all students and organizations of the University. A copy of the Student Conduct Code appears as an appendix to this handbook. In addition to the University's Student Conduct Code, the Program of Mortuary Science maintains a Code of Professional Conduct. The Program's Code of Professional Conduct is based upon the National Funeral Directors Association's Code of Professional Conduct (<http://nfda.org/>). All students enrolled in the Program are required to abide by the requirements stated in the Program's Professional Conduct Code, in addition to those stated in the University's Student Conduct Code.

1. Service to Families

- a. Students shall comply with all state laws pertaining to the practice of mortuary science as outlined in MN Statute 149A
- b. Students shall protect information pertaining to the deceased or the family of the deceased from disclosure.
- c. Students shall carry out all aspects of the funeral service in a competent and respectful manner.
- d. Students shall properly account for and remit any monies, documents, or personal property that belongs to others that comes into the student's possession.
- e. Students shall not engage in any unprofessional conduct of character likely to deceive, defraud, or harm families they serve in the course of providing professional services.

2. Care of the Decedent

- a. All deceased persons shall be treated with proper care and dignity.
- b. In accordance with MN Statute 149a.91, only students enrolled in MORT 3151: Restorative Art Laboratory, MORT 3161: Embalming Laboratory, and/or MORT 3379: Clinical Rotations may be in attendance of, and/or participate in the embalming and/or restoration of human remains.
- c. Students shall insure that all deceased persons in the preparation room are treated with proper care and dignity, and shall be properly covered at all times.
- d. Students shall not transport, hold, or carry out the disposition of human remains without all permits and authorizations required by law.
- e. Students shall not violate any statute, ordinance, rule, or regulation affecting the handling, custody, care, or transportation of human remains.
- f. Students shall not knowingly dispose of parts of human remains that are received with the body by the funeral home in a manner different from that used for the final disposition of the body, unless the person authorizing the method of final disposition gives permission that the body

parts may be disposed of in a manner different from the disposition of the body.

3. Obligations to the Public and the University

- a. Students shall not engage in any unprofessional conduct which is likely to defraud or deceive the public.
- b. Students shall not use alcohol to the extent that such use adversely impacts the student's ability to carry out his or her obligation as a funeral professional.
- c. Students shall not use illegal drugs at any time, as they may adversely impact the student's ability to carry out his or her obligation as a funeral professional.
- d. Both conversational and written language relating to the care and/or treatment of deceased human beings by Program students as part of, but not limited to, embalming and restorative art classes, human anatomy lab class, clinical rotations, and any other course in which the topic of discussion is of a sensitive and / or a confidential nature, must be respectful and discreet.
- e. The use of the Internet in general, and social media sites in particular, including, but not limited to, Facebook, MySpace, Twitter, etc., by Program students as a venue and/or platform for discussing any aspect of the care and/or treatment of deceased human beings, including, but not limited to, embalming and restorative art classes, human anatomy lab class, clinical rotations, and any other course in which the topic of discussion is of a sensitive and confidential nature, is strictly prohibited.

4. Obligations to the Government

- a. Students must be in possession of a valid clinical card, issued by the state department of health, in order to practice mortuary science as a clinical rotation student.
- b. Students must not use a clinical card to practice mortuary science for any funeral establishment other than the one identified on the student's clinical card.
- c. Students may only practice mortuary science within the time frame stated on the clinical card.
- d. Students shall not knowingly make or file false records or reports in the practice of funeral service.
- e. Students shall comply with federal, state, and local laws, rules, and regulations governing or impacting the practice of funeral service.
- f. Students shall comply with federal, state, and local laws, rules, and regulations that were enacted to protect consumers.
- g. Students shall comply with federal, state, and local laws, rules, and regulations that were enacted to protect the environment.

5. Dress Code and Professional Conduct

- a. Students must wear appropriate, clean, neat, and conservative attire at their clinical rotation placement site. If a student does not understand

what this means, it is their responsibility to ask the course instructor for clarification.

- b. Students must abide by an established dress code, if the clinical rotation site to which they are placed maintains a dress code.
- c. Students must groom themselves according to the requirements of the clinical rotation site to which they have been assigned.
- d. If a preceptor requests that visible tattoos, body piercings and/or earrings, hoops, studs, etc., be covered and/or removed, the student must cover and/or remove them.
- e. Students may not wear short cut and/or tight fitting clothing, nor may they wear baggy and/or loose fitting clothing at their clinical rotation sites.
- f. Students must never use profane and/or inappropriate language at their clinical rotation sites.
- g. Students must avoid participating in, and/or spreading gossip at, their clinical rotation sites.
- h. If a student is asked by a preceptor to perform a task they think may not be legal or ethical, they must report this incident to the course instructor, the Program director, another faculty member, or a person of authority.

Action to be taken when a student allegedly violates either the Program of Mortuary Science Student Conduct Code and/or the Board of Regents Student Conduct Code:

The first step in addressing alleged violations of the student conduct codes is for the appropriate party (or parties) to meet for the purpose of discussing the alleged violation(s) of the relevant conduct code(s). Often times, when the alleged violation(s) occur(s) as part of a class, the first meeting will involve only the faculty member and the student. The faculty member will meet with the student to discuss his/her concerns, and the matter may be resolved informally with no further action.

Sometimes, however, it is appropriate for the Program director, faculty member, and student to meet to discuss the alleged conduct code violation(s). The role of the Program Director is not to take sides in the matter, but rather to clarify policy and explain options and resources that are available to both the student and faculty member for the purpose of addressing the concerns that have been raised.

Depending on the nature of the alleged conduct code violation(s), it may be appropriate to refer the matter to the attention of the Office for Student Conduct and Academic Integrity (OSCAI) for their consideration, especially in instances when, at the Program level, the parties involved are not able to reach an informal resolution with respect to the alleged violation of the relevant conduct code(s).

In consultation with the appropriate official(s) from the OSCAI, a decision will be made as to whether formal charges may be filed against the student. The OSCAI will attempt first to resolve the matter informally with the student. If the student does not agree to an informal resolution present by the OSCAI, the matter may be referred to a hearing panel. The OSCAI will determine to which of the following two hearing panels the matter will be referred: 1) the Student Behavior Committee (CCSB) of the University Senate, or 2) the Committee on Student Behavior for the Program of Mortuary Science.

Information about the OSCAI procedures for addressing alleged conduct code violations may be found at the following Web site: <http://www.oscai.umn.edu/>.

Information on hearing policy procedures for the CCSB are found at the following Web site: <http://www1.umn.edu/usenate/committees/ccsb.html>

Committee on Student Behavior for the Program of Mortuary Science

The Program's Committee on Student Behavior is an *ad hoc* committee, charged to hear original complaints against individual students accused of violating the University's Student Conduct Code and/or the Program's Professional Conduct Code. The Committee consists of four faculty members and a student:

1. The Chair: a Program faculty member, typically the Program Director;
2. A second faculty member from the Program;
3. A third faculty member from the Program;
4. A faculty member from outside the Program;
5. A Program student.

Note: Should a violation of the Student Conduct Code involve one or more of the above named Committee members, the Program Director will select an alternative individual(s) to serve on the Committee. Should the Program Director be the faculty member involved with the filing of the complaint, s/he will not serve on the Panel hearing said complaint.

The task of the Committee on Student Behavior is more than determining guilt and assigning a penalty; it is one of assessing the qualifications of the student for continuing enrollment in the Program in light of the individual's record of conduct.

The Complaint. The Mortuary Science Program's Committee on Student Behavior hears complaints submitted in writing to the Chair, identifying the student grievant, the respondent, individuals involved, the incident, the code of conduct claimed to be violated, and a brief statement of the redress sought. The Committee only hears complaints alleged to have occurred within the Program of Mortuary Science, as per University policy which requires complaints be filed in the collegiate unit where the alleged behavior or conduct occurred.

Preliminary Resolution Procedure. The student will be provided written notice of the offense by the Chair of the Mortuary Science Program's Committee on Student Behavior, and given an opportunity to respond. The Chair shall request a written answer from the respondent within 10 working days of his/her notification of the written complaint. Applicable Program and college procedures must be followed when providing the student with notice and the opportunity to respond.

The Chair of the Committee on Student Behavior may elect to meet with the student and individuals involved to determine whether a satisfactory resolution can be reached in an informal manner. If an informal resolution cannot be reached, the Chair may call for a hearing to resolve the complaint in a formal manner.

Formal Resolution Procedures. Should the Chair of the Mortuary Science Program's Committee on Student Behavior believe the student's conduct violates the University Student Conduct Code and/or the Program's Code of Professional Conduct, s/he will refer the complaint to the University's Director of the Office for Student Conduct and Academic Integrity. Typically, the Director of the Office for Student Conduct and

Academic Integrity will recommend adjudication of the matter by a Program of Mortuary Science Hearing Panel.

Hearing Panel. Hearing panels within the Program of Mortuary Science will be composed of the members of the Committee on Student Behavior.

Hearing Panel Responsibilities. Hearing panels will review the evidence and hold hearings as necessary. The panel will base its recommendations on whether a rule, policy, or established practice was violated. The panel will prepare a written report recommending a resolution of the matter, and will send the report to the parties concerned.

Appeals. If any of the parties are not satisfied with the resolution, an appeal may be filed. See <http://oscai.umn.edu/know-code/hearings-appeals> for more information.

PROCEDURES AND SANCTIONS

If any student or student organization is found guilty or pleads guilty to an offense under this Code, the following sanctions, noted here, may be imposed:
<http://oscai.umn.edu/conduct-code/consequences>

PROGRAM OF MORTUARY SCIENCE ACCEPTABLE USE POLICY FOR COMPUTERS RIGHTS AND RESPONSIBILITIES

This document is provided in an effort to:

1. Safeguard the integrity of Program computers, networks, and data.
2. Ensure that use of our computer lab resources complies with mortuary science and University policies.
3. Protect the Program of Mortuary Science, its users, and the University against possible legal action for misuse.
4. Inform Program of Mortuary Science computer users of their rights and responsibilities as users.

GENERAL INFORMATION

Computers, networks and electronic information systems are essential resources for accomplishing the University of Minnesota's mission of instruction, research, and service outreach. The University and Program of Mortuary Science grants members of the University community shared access to these resources in support of accomplishing the University's mission.

These resources are a valuable community asset to be used and managed responsibly to ensure their integrity, security, and availability for appropriate educational and business activities. All authorized users of these resources are required to use them in an effective, efficient, and responsible manner.

Users must be aware of User Rights and Responsibilities, which outline liability for personal communication, privacy and security issues, and consequences of violations. Users should also be aware of the University's Rights and Responsibilities, as well as any additional requirements of their individual unit or campus. A list of relevant University information technology policies, standards, and guidelines is available in the Related Information section.

MORTUARY SCIENCE COMPUTER USE

Software available in the computer lab includes the Microsoft Office suite of applications (Word, Excel, and PowerPoint), Adobe Reader and Internet Explorer.

Files you work on when using Program computers need to be stored in a safe place **other than the computer hard drive**. The best option is to use your own personal memory stick. Files stored on the hard drive may be deleted, without notice, as part of regular hardware maintenance.

All Program computers users should be familiar with the full content of this document. However, in the interests of brevity, here are the basic ideas:

1. Do not use computers for illegal, unethical, or unauthorized purposes.
2. Protect your data with the correct file permissions, and respect others' privacy.
3. Contact the Program office if you have questions, comments, or concerns about the Program's computers. Only use resources that have been deliberately allocated to you, i.e., do not try to circumvent security or administrative measures on the systems. Become familiar with the system, and avail yourself of all the resources for which you have authorization.

APPROPRIATE USE OF COMPUTER WORKSTATIONS AND ELECTRONIC RESOURCES

Priority for use of Program computers is given to the Program of Mortuary Science students engaged in research and paper writing activities.

In accordance with the University Regents' Policy on Academic Freedom and Responsibility, and Mortuary Science's policy on appropriate use of computer workstations, the Program of Mortuary Science does not control information available over the Internet, and is therefore not responsible for its content. Students should be aware that Internet sites may contain offensive or controversial material. Computers are in a public building; users are expected to show consideration for others.

Users of Program computers shall not make any attempt to damage computer equipment or software, alter software configuration, or engage in any illegal or criminal activities as provided under the University's policy on Acceptable Use of Computers, Networks, and Electronic Information Systems Technology. In addition, students who engage in loud or boisterous behavior that disrupts others' use of the computers may be denied further access to the computer lab.

ACCESS PRIORITIES

1. Class or other group reservations for instructional purposes.
2. Individual students working on course assignments.
3. Faculty or staff doing work supporting instructional use of the facilities.
4. Users for research or related work.
5. E-mail access, internet browsing (unrelated to research).

ACTIVITIES ACCEPTABLE WHEN USING PROGRAM OF MORTUARY SCIENCE

COMPUTERS

1. Use computer resources consistently with stated priorities.
2. Honor the privacy of others.
3. Report system problems to the Program office 612-624-6464 / mortsci@umn.edu when you notice them. (Since you are paying for the privilege of using the computer, it is in your best interest to help ensure they are in top operating condition.)
4. Periodically check your account for signs of unauthorized use (theft of service).
5. Report unusual system behavior and violations of policy to a mortuary science staff member.

ACTIVITIES PROHIBITED WHEN USING PROGRAM OF MORTUARY SCIENCE COMPUTERS

The following is a list of things not permitted when using a Program computer.

1. Do not share your email account access.
2. Do not circumvent, or attempt to circumvent, system security settings.
3. The use of your account to subvert or change system security settings is strictly prohibited.
4. Do not use computers to transmit or distribute personal or private information about individuals unless you have explicit, written authorization from the individuals involved.
5. Do not create programs that secretly collect information about users.
6. Do not impersonate any other person.
7. Do not send anonymous e-mails or make anonymous postings.
8. Do not use computer resources to violate other policies or laws. Computer networks offer new ways to commit actions that violate laws or policies that are covered elsewhere.
9. Do not use your university internet account for commercial purposes. Your account exists for academic work, research, etc., only. Use of it for non-academic purposes is highly discouraged, and commercial use is explicitly prohibited. When it is discovered that an account is being used for non-academic purposes, that account may be deactivated without warning.
10. Do not look through another user's files without explicit permission. File

access permissions can be individually set for each file by the file owner. Unfortunately, many people do not realize the ramifications of leaving their files and/or directories open for world-readability. However, just because someone sets access permissions on a file or directory so that it is accessible to you does not automatically mean you should access it. Some users inadvertently set permissions on their data to settings that grant other users access to their data purely by accident; you should not access the data in such instances without the owner's permission.

11. Do not intercept or monitor any network communications that are not explicitly meant for you.
12. Do not log in with a password-protected screensaver. Using password-protected screensavers may result in lost data due to a reboot to reclaim control of the machine.
13. Do not provide the door code to, or allow non-authorized users to use, the classrooms.
14. Do not disconnect, reconnect or reconfigure hardware.
15. Do not copy software or music that is copyrighted or otherwise restricted.
16. Do not damage or remove any property from the facility.
17. Do not install unapproved software. Unapproved software will be summarily uninstalled.
18. Do not move, change or reconfigure files on facility disks, including hard drives.
19. Do not reconfigure software to run unauthorized plug-ins.
20. Do not use software that interferes with facility operations (e.g., games or viruses that debilitate or crash individual machines or networks).
21. Do not use software that interferes with other facility users (e.g., emits loud or obnoxious sounds) or which is used to capture information from them (e.g., keystroke capture software), or is specifically banned by the University of Minnesota, specifically Napster and similar software.
22. Do not use software whose intent is to scan for vulnerabilities or gain unauthorized access to computers.
23. Refrain from the generation, display or printing of offensive material as covered by the University's policy on equal opportunity and non-discrimination, including sexually or racially offensive or harassing materials.
24. Refrain from disruptive, threatening or abusive language or behavior.

25. Use University e-mail, computers, and networks only for legal, authorized purposes. Unauthorized or illegal uses include but are not limited to:
 - a. Harassment;
 - b. Destruction of or damage to equipment, software, or data belonging to others;
 - c. Unauthorized copying of copyrighted materials; or
 - d. Conducting private business unrelated to University activities.
26. Never engage in any activity that might be harmful to systems or to any information/data stored thereon, such as:
 - a. Creating or propagating viruses;
 - b. Disrupting services or damaging files; or
 - c. Making unauthorized or non-approved changes
27. When vacating computer workstations, sign-off or secure the system from unauthorized use.
28. Use only legal versions of copyrighted software on University of Minnesota owned computer or network resources, in compliance with vendor license requirements.
39. Do not monopolize systems, overload systems or networks with excessive data, or waste computer time, connect time, disk space, printer paper, manuals, or other resources.

PENALTIES

Violations of the above rules may constitute violations of state and/or federal laws as well as of the University Student Conduct Code and Mortuary Science Student Code of Professional Conduct, and will be prosecuted in any applicable venue(s). In addition, violations may result in immediate suspension or denial of facility use privileges.