

DALLAS

INSTITUTE
OF FUNERAL SERVICE

The *Wilbert*. Group

Dallas Institute of Funeral Service

2016-2017

Student Handbook

DALLAS INSTITUTE OF FUNERAL SERVICE

Part of Pierce Mortuary Colleges

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DALLAS

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OF FUNERAL SERVICE
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The Funeral Service Programs and Dallas Institute of Funeral Service are accredited by the American Board of Funeral Service Education (ABFSE), 922 Mantua Pike, Suite 108, Woodbury Heights, NJ 08097, (816) 233-3747. Web: www.abfse.org

The ABFSE is an agency recognized by the United States Department of Education.

Dallas Institute of Funeral Services is Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges Section, Austin, Texas.

The information contained in this Student Handbook is true and correct to the best of my knowledge.

Note: The Student Rules and Regulation Handbook, in all or in part, is subject to change without notice.

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Mission Statement

The Dallas Institute of Funeral Service offers educational opportunities to those interested in funeral service as a career. The institute provides the theory portion and practical application of funeral service education preparing the student for entry into the profession and for a State and/or National Board examination enabling him/her to begin or continue apprenticeship or internship for licensure.

Campus Welcome



Welcome to Dallas Institute!

You have made one of the most important decisions in your life – that is to attend Dallas Institute of Funeral Service. Our college has an outstanding tradition in funeral service education. Educating people for a future in the funeral service profession has always been its sole purpose.

As you will note our funeral service faculty are all licensed in the profession and are well able to provide a professional perspective to your education at Dallas Institute.

Please feel free to come by and introduce yourself. I look forward to meeting you.

Congratulations on this very important first step.

James M. Shoemake

James Shoemake, President
Dallas Institute of Funeral Service

Welcome!



As Dean of the Dallas Institute of Funeral Service, please allow me to extend my most sincere welcome to you as a new student at our fine facility. We are so proud that you have chosen us as a step toward your goal of entering one of the finest professions in the world.....that of funeral service!

Please feel free to stop by my office at any time to discuss achievements, concerns or just to chat about life. I am here for you and I want to see you succeed.

Sincerely,

Wayne Cavender

Wayne Cavender, Dean
Dallas Institute of Funeral Service

Student Experience

Central Aims

Dallas Institute of Funeral Service is a non-profit corporation offering post-secondary education to men and women interested in funeral service as a career.

The central aim of the College is to recognize the importance of funeral service education personnel as:

- ❖ members of a human services profession;
- ❖ members of the community in which they serve;
- ❖ participants in the relationship between bereaved families and those engaged in the funeral service profession;
- ❖ professionals knowledgeable of and compliant with federal, state, provincial/territorial, and local regulatory guidelines in the geographic area where they practice, as well as
- ❖ professionals sensitive to the responsibility for public health, safety, and welfare in caring for human remains.

Objectives of the College

The objectives of Dallas Institute of Funeral Service are to reinforce its mission statement and institutional aims. To that end, the College will strive:

- ❖ to enlarge the background and knowledge of students about the funeral service profession;
- ❖ to educate students in every phase of funeral service and to help enable them to develop proficiency and skills necessary for the profession
- ❖ to educate students concerning the responsibilities of the funeral service profession to the community at large;
- ❖ to emphasize high standards of ethical conduct;
- ❖ to provide a curriculum at the post-secondary level of instruction; and
- ❖ to encourage student and faculty research in the field of funeral service.

Academic Information

Grading Methods and Symbols

Grades are given to students electronically at the end of each quarter. Grades are based on the quality of work as reflected on assignments, examinations, and/or class projects. Cumulative grade averages (CGPA) will include only the highest grade for any course subjects that are repeated. The following grading symbols are used to evaluate a student's progress:

Letter Grade	Grade Points	Numeric Grade	Included in Credits Earned	Include in Credits Attempted	Included in CGPA
A	4	97 – 100	Yes	Yes	Yes
A-	3.75	93 – 96	Yes	Yes	Yes
B+	3.5	90 – 92	Yes	Yes	Yes
B	3	87 – 89	Yes	Yes	Yes
B-	2.75	85 – 86	Yes	Yes	Yes
C+	2.5	81 – 84	Yes	Yes	Yes
C	2	75 – 80	Yes	Yes	Yes
D	1	70 – 74	Yes	Yes	Yes
F	0	0 – 69	No	Yes	Yes
Incomplete (I)	n/a	n/a	No	Yes	No
Transfer Credits (TR)	n/a	n/a	Yes	Yes	No
Voluntary Withdrawal (VW)	n/a	n/a	No	Yes	No
Administrative Withdrawal (AW)	n/a	n/a	No	Yes	No

An incomplete grade must be cleared within two (2) calendar weeks following the quarter in which the incomplete grade was given, except at the end of the student's final quarter. The grade of "I" is changed to "F" if the work is not completed in the specified time.

Academic Information

Satisfactory Academic Progress – Academic and Title IV (TIV) Eligibility

All students must maintain satisfactory academic progress (SAP) in order to remain enrolled at the school. Additionally, SAP must be maintained in order to maintain eligibility to receive federal financial assistance. SAP is determined by measuring the student's cumulative grade point average (CGPA) and the student's rate of progress (ROP) toward completion of the academic program at the end of each grading period. Both the CGPA and ROP standards must be met in order to be considered as meeting SAP.

Dallas Institute – 5 Quarter Terms – Associate of Applied Science Curriculum

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
1.50	1.75	2.00	2.00	2.00	2.00	2.00	2.00

Credit Hours Attempted and Minimum Cumulative GPA Required

Credit Hours Attempted	Minimum Cumulative GPA Required
0 – 25	1.50
26 – 50	1.75
51 +	2.00

Dallas Institute – 3 Quarter Terms – Funeral Director's Program

Quarter 1	Quarter 2	Quarter 3
1.75	2.00	2.00

Credit Hours Attempted and Minimum Cumulative GPA Required

Credit Hours Attempted	Minimum Cumulative GPA Required
0 – 25	1.75
26 – 50	2.00

Academic Warning

Academic progress will be checked at the end of each term for which the student is enrolled. A student who fails to meet any of the standards will be placed on Title IV warning for one term. During that term, the student will continue to be eligible for Title IV aid.

Academic Information

Academic Probation

At the end of a term during which a student is on Title IV warning, if the student still fails to meet the criteria, they will be placed on academic probation with an academic plan for the term.

A student who becomes ineligible for Title IV at the end of a term during which he/she was on Title IV probation, may appeal the determination. The appeal will be reviewed by a committee which shall be composed of two individuals to be designated by the student's school, and one to be designated by the Director of Student Financial Aid. The committee shall review the student's progress in light of any extenuating circumstances that may be present, and make a recommendation to the Pierce College Director of Student Financial Aid. The student may be placed on Title IV probation for an additional term if 1) the committee determines that the student should be able to meet the school's satisfactory academic progress standards by the end of the subsequent term, or 2) the school develops an academic plan for the student that, if followed, would ensure that the student is able to meet the school's academic progress standards by a specific point in time.

The student may continue to receive Title IV aid during the probationary term. If the student has not met the academic progress standards or the requirements specified in the academic action plan by the end of the probationary term, he/she will be ineligible for further Title IV aid until such time as he/she meets the standards.

At the end of each term, the administration will notify students who have failed to meet the academic progress requirements as quickly as possible.

Return from Prior Withdrawal

A student who is readmitted after having withdrawn from the school will be required to have an academic action plan, and will be considered to be on Title IV probation immediately upon reenrollment. Consequently, that student would be ineligible for Title IV aid if he/she does not meet the academic progress standards or academic plan requirements at the end of the next term.

Incompletes, Withdrawals, Noncredit Remedial Courses and Transfer Credits

Courses with grades of Incomplete (I) or Withdrawn (VW or AW) will be counted as courses attempted but not completed. Noncredit remedial courses will be counted as

neither courses attempted nor completed. Credits transferred from another institution shall be counted as both attempted and completed.

Testing Policies

See the official syllabus for each course to determine the instructor guidelines concerning testing policies. Final exams will not be available for any student who has not completed the required clinical work for the current quarter.

End of Program Testing Policy

Final Exams

1. Final exams may be taken only ONCE (1 time).
2. To be considered eligible for clearing examinations, a student must have an overall final quarter average of 1.00 or above and have passed 50% or more of the final quarter classes. Clearing exams are similar to the probation exams discussed later but occur immediately after final exams in an attempt to clear any failing grades.
3. If eligible, a clearing exam may be taken only TWICE (2 times). If not cleared sufficiently to maintain an overall GPA of 2.00 then the student will retake any courses in the final quarter with a "D" or an "F." **An "F" average in any course is never acceptable for credit: it must be cleared or the course must be repeated.**

Comprehensive Exams

1. Comprehensive exams are eligible to students who pass ALL SUBJECTS in the program, reach the required cumulative GPA of 2.00, and meet all of the other requirements for graduation.
2. Answer sheets will NOT be returned, only scores.
3. Comprehensive exams may be taken ONCE (1 time) followed by a maximum of TWO (2 times) RETAKES. **All retakes will be different exams of the same subject matter.** If, after two (2) retakes, a student is deficient in passing three or more exams, that person will be administratively withdrawn. If a student is deficient in two (2) or less exams, a third retake may be allowed as determined by the administration of the school. **All comprehensive exams must be passed with at least a 75% by the second business day following the last scheduled comprehensive exam or the student must be administratively withdrawn.**

Quarterly Promotion

In order to be promoted from one quarter to the next quarter the student must have met the following requirements:

1. A minimum cumulative GPA to meet the guidelines of the Satisfactory Academic Progress policy with no course grade below 70%.
2. Completion of all required exams, assignments, and clinical work, embalming and/or funeral directing cases. Failure to submit the clinical case reports may result in administrative withdrawal.

Probation & Administrative Withdrawal

Progress will be evaluated at the midpoint of each quarter as well as at the end of each quarter. The school will place a student making unsatisfactory progress for the program at the end of a progress evaluation period on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period, but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.

When a student is placed on academic probation, the school will advise the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

If a student on academic probation fails to achieve satisfactory progress for the next probationary progress evaluation period, the student's enrollment will be administratively withdrawn.

The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two (2) successive probationary progress evaluation periods will be administratively withdrawn.

The school may allow a student whose enrollment was administratively withdrawn for unsatisfactory progress to re-enroll after a minimum of one (1) quarter.

The school will place a student who returns after his/her enrollment was administratively withdrawn for unsatisfactory progress on academic probation for the next grading period. The school will advise the student of this action and document the student's file accordingly. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment will be administratively withdrawn.

A grade of "F" or "I" in any class or a GPA of less than 2.00 is considered academic probation.

Academic Probation Grace Period

If at the end of a quarter, a student has not achieved satisfactory progress as noted above at the end of the second probationary progress evaluation period, the student will be granted a grace period of approximately three weeks. During this grace period, probation exams will be given to provide the student an opportunity to bring the unsatisfactory grades up and therefore raise the student's GPA.

If the student fails to achieve satisfactory progress and remove the academic probation status at this time, the student will be administratively withdrawn.

If a student's cumulative GPA does not meet the requirements for Satisfactory Academic Progress AND the quarterly GPA is below 1.00 at the end of a quarter or a student has failed 50% or more of his/her classes, this grace period will not apply and the student's enrollment will be administratively withdrawn at the end of the quarter.

Auditing Courses

A student who is terminated for academic reasons may remain enrolled by transferring to the class immediately behind their class. The student will be required to audit any courses where a grade of "C" or below was earned previously, however other courses may be audited as well. Upon transfer, the student will be advised by the administration concerning what courses will be audited. The minimum number of hours required to remain enrolled is nine (9).

Once a determination of what courses will be taken is made, the student is expected to participate in the courses as though they had never taken them before. The student is also responsible for adhering to the attendance policy set forth elsewhere in this handbook. In order to remain enrolled in the courses, the student must maintain grades that are equal to or better than they were when the courses were taken previously. If the textbooks have changed since the last time the student took the audited courses, it will be the student's responsibility to purchase the new textbooks in order to properly participate.

Failure to meet any of the above requirements is grounds for administrative withdrawal.

Graduation Requirements

Graduation is complete when a student has officially and successfully met all requirements resulting in a degree or a diploma. A student will be eligible for graduation from a Pierce Mortuary College when the following requirements have been met:

1. The student has successfully completed any of the following programs of instruction with a minimum 2.0 cumulative GPA and passing grades in all courses:
 - a) Associate of Applied Science Degree Program or;
 - b) Funeral Director Only Program, or;
 - c) Funeral Director Only Program Online.

For more information on completing the Programs of Instruction, please see the catalog for each individual college.

2. The student has passed all comprehensive exams.

Academic Honors

A CGPA of 3.5 or above and with no individual course average below a “C” (75%) entitles a student to Academic Honors. A student who must take a clearing or probation exam anytime during the year is considered to be ineligible for this award as well as anyone who has been placed on disciplinary probation.

Attendance Policy

Students are expected to attend all scheduled classes. An attendance record is kept on all students in each class. Students should be continually aware of their attendance and their absences.

The instructor records attendance at the beginning of each class or lab session on the daily attendance record and this is transcribed automatically to the Master Attendance Record. Classroom doors may all be locked at the beginning of each class. An absence may be recorded if not in class at this time. ABSENTEEISM MAY LEAD TO PROBATION AND/OR ADMINISTRATIVE WITHDRAWAL FROM THE COLLEGE.

The College has measured a direct correlation between class attendance and academic success, and, therefore, provides the following guidelines:

- ❖ When absences reach 10% scheduled hours – Disciplinary Advising
- ❖ When absences reach 13% scheduled hours – Disciplinary Probation

Academic Information

- ❖ When absences reach 15% scheduled hours – Administrative withdrawal from the School

The school will administratively withdraw any student for absenteeism when ten (10) consecutive school days are missed or more than fifteen percent (15%) of the total contact hours in the quarter are missed. A leave of absence will not count towards the 15%, but will reduce the total contact hours accordingly for computation purposes.

Veterans who exceed five (5) days of absence in any calendar month must be reported to the VA Office and will lose their benefits for at least thirty (30) days. Other VA requirements may apply.

A student missing an excessive number of classes in any one course may, at the discretion of the instructor, be subject to the following, which will in no way remove the absence(s):

1. If a student is placed on any type of probation in the term, it could cause a loss of financial aid.
2. Extra examinations may be required in courses where absenteeism is excessive. The material accountable on the exams and scheduled for these exams is to be determined by the instructor.
3. An instructor may require extra work or assignments.
4. There is the possibility of a grade point loss in any subject where absenteeism is excessive.

It is the student's responsibility to obtain any material or assignments missed because of any absence. The student is likewise accountable for scheduled exams to be held at a later date or immediately upon the student's return to school.

The Exemplary Attendance Award (given at the graduation ceremony) is an award given to the students who have exhibited the exceptional quality of being present during lecture/lab hours/guest speaker presentation/or field trip during the entire enrollment period. A leave of absence will be counted as an absence for award determination purposes.

Attendance on scheduled field trips is mandatory and exceptions will be made only in extreme cases related to physical illness, injury (and only then with a physician's written excuse) and family emergencies after consideration by either the Dean or the President.

Online Program Attendance Policy

Just as on-campus students are expected to participate in the class, Distance Learning students too must regularly participate in their online courses. The Distance Learning website keeps a log of every student's activity and will be monitored on a regular basis for course participation.

As the courses are set up on a weekly schedule, if a student becomes more than one (1) week behind in completing assignments or any of the activities required for a course, that student is subject to withdrawal from the program. Should a student be completely inactive in any of their courses for ten (10) regular business days, that student is also subject to withdrawal.

Leave of Absence (LOA)

A leave of absence may be granted in emergency situations and for military service obligations. A student must request a leave of absence in writing prior to the date of leave. The request must contain the dates of the leave, the reason for the leave, and be signed by the student. A maximum of one leave per twelve month time period may be requested. If approved, the request will be placed in the student's file.

If a student fails to return from leave, they will be immediately terminated and the proper refund will be made. Students are responsible to arrange for make-up of class work missed as a result of the leave. Students receiving a leave of absence are no longer eligible for the Exemplary Attendance Award.

Re-Admissions Policy

A student who is administratively withdrawn for absenteeism may request re-admission in writing for the next available class following advising by a member of the school's administrative staff. A student administratively withdrawn due to absenteeism may not re-enter school until the next grading period (quarter). A student administratively withdrawn for violation of the attendance policy may be re-admitted no more than three (3) times, provided the reasons for the attendance problems are justifiable.

A student who is suspended or terminated for scholastic or academic deficiencies may apply for re-admission in the next succeeding academic quarter. A student, having been terminated for the second time, must show evidence of remedial work and improvement, before re-admission to the college. Any request for re-admission following the third termination will be reviewed by the administration. The student has the right to appeal in writing to the Chief Operating Officer (COO) of Pierce Mortuary Colleges if the decision of the administration is not satisfactory. Please see Grievance Policy.

Academic Information

A student who is suspended or administratively withdrawn for disciplinary reasons may be re-admitted to the college only after a request for admission has been approved by the administration and a personal interview with an administrative officer of the college.

A student that is re-entering the college must retake all subjects with a grade below a "C" (75%) in the quarter in which the re-entry is made. All coursework over three (3) years old and with a grade below a "B" (85%) and all courses where considerable change in the course's content has been made must be repeated in the quarter in which re-entry is made. To determine tuition for repeating work failed or work loss to time, please refer to the hourly rate in the Catalog.

Appreciation to our Students on Passing the NBE

Our college would like to celebrate in your success! For students that are taking the National or State Board Examination for the first time, we would like to honor your success by giving the full cost amount of the Exam fees to you once you have successfully completed the following;

1. Sit for the exam within 60 days of your graduation date; AND
2. Pass the State Board Examination or both portions of the National Board Exam on your first attempt; AND
3. Provide the college with documentation as proof of passage of the exam.

Withdrawal Policy

Administrative Withdrawal

A student may be dismissed from the college for failure to make satisfactory academic progress, for inappropriate behavior that is detrimental to good order, failing to pay college financial obligations, or for violation of the attendance policy of the college. (Please see the individual sections of the catalog and/or student handbook for guidelines) Administrative dismissal does not relieve the student of the responsibility for all debts, including tuition, fees, and other incidental charges for the full quarter. Any consideration for a refund of tuition will be based upon the last date of attendance and federal/state regulations.

"AW" = An Administrative Withdrawal is a neutral grade used to indicate that a student has been involuntarily withdrawn by the college. An "AW" grade is not used in the grade point average (GPA) calculation, but is counted toward the hours attempted.

Academic Information

Voluntary Withdrawal

Voluntary Withdrawal pertains to the student who wishes to leave the college in GOOD STANDING after registering for classes in any quarter.

Students withdrawing from Pierce Mortuary Colleges for any reason must make a formal declaration of intention to withdraw and must be clear in every respect with the college. Merely discontinuing class attendance does not constitute formal withdrawal. To be considered official, the withdrawal must be in writing and signed by the student requesting withdrawal. Verbal withdrawal is not considered formal withdrawal. The written notice submitted by the student must contain the student's name, address, phone number and a signature. The notice may be faxed, mailed, scanned and emailed or hand delivered to the college. The official date of the withdrawal is the date the written notice is formally received by the college, NOT the postmarked date or the date stated in the notice. Withdrawal from individual courses is not an available option. The sequence of the courses in each of the programs is designed so that a student must complete a quarter before they may progress to the next. Any consideration for a refund of tuition will be based upon the last date of attendance and federal/state regulations.

A student who does not cancel registration or completely withdraw by the appropriate deadline for the quarter will be awarded a final grade of "F". Complete withdrawal after the published deadline will only be granted due to extraordinary circumstances. The college will administratively withdraw the student who ceases to attend classes and fails to notify the college that he/she is withdrawing. (See Administrative Withdrawal)

"VW" = A voluntary withdrawal is a neutral grade used to indicate that a student has officially withdrawn from the college on or before the published deadline of last day to withdraw. A "VW" grade is not used in the grade point average (GPA) calculation, but is counted toward the hours attempted.

Awards

Other than the awarding of scholarships throughout the time spent at a Pierce Mortuary College, students are also recognized with the presentation of several awards at the graduation ceremony.

These awards represent the diligent and hard work that funeral service education students must do to prepare for their future in the industry.

Valedictorian – The Valedictorian award is given to the student who has achieved the highest overall grade point average. This student receives the highest academic honor.

Academic Information

Salutatorian – The Salutatorian award is given to the student who has attained the second highest grade point average overall.

Academic Honors – The Academic Honors award is given to the student who has maintained a very high grade point average (3.5+) over the year of study.

Mu Sigma Alpha – The Mu Sigma Alpha award is given to students within the top 10% of academic achievement. With this award, the student will receive a certificate and a key.

Exemplary Attendance – This award is a high achievement that shows great dedication and responsibility.

Bill Pierce Award – The Bill Pierce Award has been presented by Pierce Mortuary Colleges at commencement exercises since 1972. The award recipient is a graduating student who is selected by their fellow classmates as the most representative of a funeral service practitioner using the following criteria:

- ❖ *Personal neatness and integrity,*
- ❖ *Dedication to Funeral Service,*
- ❖ *A high degree of student fellowship,*
- ❖ *An ambition and a desire to succeed,*
- ❖ *A special all-around attitude which would qualify this recipient as an outstanding professional in Funeral Service.*

Many graduates see this award as the most prestigious given due to the winner's selection by their peers and recognition as the funeral service professional they would choose to serve their own family at a time of need.

Tuition

Tuition Payments

Tuition is due on the first day of each quarter. Tuition **MUST** be current at the end of each quarter before progressing to the next quarter. Quarterly payments must be made on the first day of each succeeding quarter or remain current on the monthly payment plan.

Tuition Installment Plan

Pierce Mortuary Colleges is pleased to offer enrolled students, at the College, a Tuition Installment Plan (TIP). The Tuition Installment Plan is a service to the student, allowing the student to finance education over the period of a quarter throughout their academic year. The TIP is interest free making budgeting the cost of your education easier. Late charges of fifty dollars (\$50.00) will be added to the student's account if the student misses the deadline of payment dates. If payments are made as scheduled, there will be no additional costs to the student. The payment schedule calculates the balance remaining after guaranteed funding is applied; financial aid funds (such as loans, grants, scholarships, etc.) are recognized as payments toward the payment plan. Any balance remaining after all guaranteed funds have been paid **MUST** be set up on the installment plan. Only students in good standing and with a zero balance for the current quarter are eligible to enroll in an installment plan. Students may prepay, without penalty, on their Tuition Installment Plan. Adjustments may be made on future payments.

The payment schedule is based on a division of the quarter's tuition into three installments. If a student will not be receiving any financial aid, the first installment will be due on the first day of classes for that quarter. Those students receiving financial aid (Pell Grant, Direct Loans, and/or FSEOG) or any other guaranteed payments (VA, scholarships, tuition reimbursement, etc.) will be required to pay the balance of direct charges minus all guaranteed funding of the academic year over the, up to, three terms per academic year.

Balance Due and Debt Collection Policy

Pierce Mortuary Colleges recognizes its role in fostering personal initiative, planning, and responsibility in financial affairs as an integral part of the educational process. The administration believes each student has the primary responsibility for arranging financing and payment of his or her charges. Each student will, therefore, be held responsible for payment of all charges incurred at the College. The College maintains

Financial Services

an Office of Financial Aid to make every effort possible to provide financial aid to any deserving student eligible to attend the College. Further, the College provides assistance to help the student as much as possible in his or her application for funds available.

Basic Standards and Controls

In general, charges shall be due and payable by the first day of the quarter. Charges that are incurred after the first day of the quarter shall be due when the charge is placed on the student's account. In any event, campuses shall establish timely billing processes consistent with this policy. Moreover, all policies and procedures established at each campus shall contain basic standards and controls to ensure maximum and timely collection, as noted below.

College Regulations

Academic regulations require students attending the College to make adequate arrangements to pay any debts that arise from their tuition by the College. Students are responsible for the payment of all charges incurred at the College. Students who have not paid their financial obligations for the prior term by the end of registration for the next term may be entered into the collection process.

Students with outstanding debts of current tuition or greater may make arrangements with the College for paying the debt while continuing enrollment. The payment period for the collection of the past due amount shall not exceed the enrolled quarter. Students with outstanding balances of current tuition must pay the entire balance prior to being allowed to re-enroll.

In addition, the College holds the right to withhold credits, educational services, issuance of all official transcripts, and academic records from any person whose financial obligations to the College (including delinquent accounts, deferred balances, and liability for damage) are due and remains unpaid.

Internal Controls: Action on non-payment of any tuition fees

The College should make all efforts possible to collect debts owed to the College by any person. After reasonable attempts have been made to collect a debt, the College should use all methods available outlined, including a collection agency.

Financial Services

Step 1

Account Due: Prior to the beginning of *each quarter*, the College will **send an invoice** to those that have balances due.

Step 2

Warning Notice: **Within thirty (30) days of the start of each quarter**, the College will send an invoice to those enrolled that have accounts which are past due. Every thirty days a report will be generated to find those that are behind in payments who have not made payment plans (or are not following the payment plan). The College will send a letter notifying students to make satisfactory arrangements for the payment of their debt. A letter will be sent to these students to inform them to make satisfactory arrangements within ten (10) days. (*Debt-Warning Letter*)

Step 3

Final Notice: **At the sixtieth (60) day**, the College will provide a list of all the students who have not paid all of their financial obligations nor made a satisfactory response to request for payment. A letter will be sent to these students giving them fourteen (14) days to pay in full. (*Pre-Collection Letter*)

Step 4

At the ninetieth (90) day, the College will produce a list of students who have failed to pay or make satisfactory arrangement for the payment of their debt. This list is then submitted to the collection agency and to accounts receivable.

Financial Appeals

Students who believe that the inability to pay off their previous promissory notes is due to a rare, extraordinary circumstance (e.g., unexpected major medical emergency and expense) may appeal to the administration for additional time to pay off their balance.

In exceptional circumstances the president may allow a student to be re-admitted on the subsequent receipt of all outstanding monies.

Exceptions

There shall be no tuition or fee liability established for a student who withdraws to enter military service prior to the end of an academic term for those courses in which the student does not receive academic credit.

Note: The term "military service" means full-time active duty in the Army, Navy (including Marine Corps), Air Force, Coast Guard of the United States, or qualifying National Guard duty during a war, other military operation, or national emergency as defined in Section 5 of the Higher Education Relief Opportunities for Students (HEROES) Act (Public Law 108-76).

Enlistment under a delayed enlistment plan does not constitute "full-time duty" until the student is required to leave school on the effective date of active duty as stated in the student's orders.

A student who is a member United States National Guard or the United States Reserve that is not called up for duty as defined above, is entitled to a refund only, if in the judgment of the campus president, the student is unable to attend classes due to hardship beyond the student's control and the student has made bona fide efforts to permit continued class attendance. Documentation of membership on active duty in the military service shall be provided to and retained by the campus. In the event that a refund is granted to a student in National Guard or reserve status, documentation of the reasons for such action shall be in writing and retained by the campus.

Return of Title IV Funds

A recipient of federal Title IV financial aid who withdraws or is dismissed from school during a term of enrollment in which the student began attendance will have the amount of Title IV funds they did not earn calculated according to federal regulations. This calculation will be based on the student's last date of attendance and the date the school determines that the student has withdrawn from school, or the date of dismissal for a student who is dismissed by the institution.

The period of time in which Title IV financial aid is earned for a term of enrollment is the number of calendar days the student has been enrolled for the term of enrollment up to the day the student withdrew, divided by the total calendar days in the term of enrollment. The percentage is multiplied by the amount of Title IV financial aid for the term of enrollment for which the Title IV financial aid was awarded to determine the amount of Title IV financial aid earned. The amount of Title IV financial aid that has not been earned for the term of enrollment, and must be returned, is the complement of the amount earned. The amount of Title IV financial aid earned and the amount of the Title IV financial aid not earned will be calculated based on the amount of Title IV financial aid that was disbursed for the term of enrollment upon which the calculation was based. A student will have earned 100% of the Title IV financial aid disbursed for the term of

enrollment if the student withdrew after completing more than 60% of the payment period or period of enrollment.

For Return of Title IV (R2T4) purposes in a term based program, a student is considered to have withdrawn, IF they do not complete all of the days they were scheduled to complete in the term of enrollment. The R2T4 calculation is required for all students who have ceased attendance; other than those on an approved Leave of Absence (LOA), or those who have attested to an expected return to a future module within the same term.

Exception: In order to NOT be considered withdrawn, the school must obtain a written confirmation from the student stating the student's intention of return to a future term or within the same term. The fact that the student is scheduled to attend the next term will NOT be acceptable.

Schools are required to determine Title IV funds that must be refunded based upon the percentage of the term completed prior to withdrawing. Title IV funds must be returned to the program based upon a tuition refund or if the student received an overpayment based upon costs not incurred but for which Title IV was received.

Once the amount of Title IV financial aid not earned has been calculated, federal regulations require that the school return Title IV funds disbursed for the term of enrollment and used for institutional costs in the following order:

1. Loans
 - a. Unsubsidized Federal Direct Stafford Loans
 - b. Subsidized Federal Direct Stafford Loans
 - c. Federal Direct PLUS Loans received on behalf of the student
2. Federal Pell Grants
3. Federal SEOG
4. Other grant or loan assistance authorization by Title IV of the HEA

If the amount of unearned Title IV financial aid disbursed exceeds the amount that is returned by the school, then the student (or parent, if Federal Parent-PLUS Loan) must return or repay, as appropriate, the remaining grant and loan funds. The student (or parent, if a Federal parent-PLUS Loan) will be notified of the amount that must be returned or paid back, as appropriate.

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Withdrawal Date

The withdrawal date used to determine when the student is no longer enrolled at the school is the date indicated in written or verbal communication by the student to a school official. If a student does not submit written notification, the school will determine the student's withdrawal date based upon federal regulations and institutional records.

For federal student loan reporting purposes, the student's last date of attendance will be reported as the effective date of withdrawal for both official withdrawals and those who do not complete the official withdrawal process.

Please note that the above policy may result in a reduction in school charges that is less than the amount of Title IV financial aid that must be returned. Therefore, the student may have an outstanding balance due to the school that is greater than that which was owed prior to the withdrawal.

Dallas Institute Refund Policy

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administration fees charged, as well as items of extra expense that are necessary for the portion of the program attended separately on the enrollment agreement.

Refund Policy

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - a. The last day of attendance, if the student is terminated by the school;
 - b. The date of receipt of written notice from the student; or
 - c. Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more

than \$100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in nonrefundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. More simply, the refund is based on the precise number of hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due. Form CSC-1040R provides the precise calculation.
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies should be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - a. An enrollee is not accepted by the school;
 - b. If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - c. If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or

representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

8. **REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.**
A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:
 - a. If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
 - b. A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
 - c. Assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 - i. Satisfactorily completed at least 90 percent of the required coursework for the program; and
 - ii. Demonstrated sufficient mastery of the program material to receive credit for completing the program.
9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

Cancellation and Refund Policy for Veterans

In the event the veteran student, after the expiration of the 72-hour cancellation privilege, does not enter school, only \$100 shall be retained by the school. The amount charged to the eligible person for tuition and fees will not exceed the approximate pro-

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rata portion of the total charges for tuition and fees as the length of the completed portion of the program bears to its total length.

General Policies

General Student Information

1. Please keep your CURRENT address and telephone number registered with the administrative office.
2. All official class activities must be planned with the faculty sponsor or staff member.
3. Parking places provided for student use are located on the sides and rear of the building. Most of the front area parking spaces are primarily for guests or faculty. Please park in the designated areas only.
4. If a student is having a problem with a subject or subjects, frequent advisory sessions should be arranged with the instructor of the course or some member of the college faculty. Students are encouraged to discuss any matter of concern with a faculty or staff member of the college.
5. The Administration asks the cooperation of the student body in keeping the vestibule and entrance hall clear, to be used for visitors and guests of the school. (Due to the frequent presence of guests and visitors to our campus, the students are asked not to lie down or sit on the floor in the hallways, especially since visitors are toured throughout the building).
6. A student should be in his or her seat in the classroom at the designated start time for class. The student should remain in their seat and attentive until the instructor has indicated that class is dismissed.
7. Students are to come into the business and administrative offices only on business matters. Business hours are 7:00 AM – 4:00 PM, Monday through Friday. Entrance to the administrative area should ONLY be by way of the main front door. If a staff member managing the front desk in the business office is busy with a visitor or tending to business over the telephone, access to the office may be delayed momentarily. Your patience and courtesy is requested and appreciated.
8. Check your student bulletin board (located in the student center) often; it is provided for the posting of items of interest to the general student body.
9. The student is held responsible for the breakage of laboratory or other equipment he or she is using. Students using any of the school property will be responsible for the articles used and must make restitution for damages or losses. Students are asked not to sit on desks or tables anywhere in the building or the counter-tops in the labs, the computer lab or kitchen areas. Lab chairs or chairs in the Student Center or Library are not to be removed from these areas without permission.

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10. Students MUST NOT bring guests to class, including children, without prior approval of the administration. The conduct and well-being of the guest(s) will be the responsibility of the student host. Children MUST be accompanied by an adult at all times and are NOT to be left unattended. The school does not assume any liability for any student's guest(s) or family members while on campus.
11. A class schedule is given to each student at the beginning of each quarter and is posted in each classroom. Occasionally, changes to the schedule may be necessary. When this occurs, a revised schedule will be posted in advance in the classroom and announced as soon as possible. Students should be aware of the daily schedule. Any absence from class can cause difficulty especially when important schedule announcements are made.
12. Dallas Institute of Funeral Service does NOT guarantee transferability of any of your credits completed at this institution. You must contact the registrar of the school to which you want to transfer as to acceptance of credits earned at any other school. Your Dallas Institute of Funeral Service credits are measured in quarter hours and if you should be able to transfer any credits to a semester hour institution, the accepting institution will determine the equivalence of the hours transferred.

13. EMERGENCY INFORMATION

- a. **IN CASE OF FIRE, EXPLOSION, TORNADO OR BOMB THREAT:**
The office should be notified as soon as possible. The building has smoke alarms that will sound, located throughout the hallways. In the event of a fire, an emergency alarm will sound as continuous ringing of the alarms. All students and personnel of the college should leave the building via the marked exit doors as quickly as possible. Only the designated school official will be responsible for contacting the Fire Department in the event of an emergency. Fire drills will be held as necessary to acquaint the students with proper procedures. Students and personnel should note all emergency exits.

In the case of any other emergency, the administration of the college will notify all students and faculty of the emergency. In cases of tornado threat, all personnel will move to the enclosed rooms that are protected from the outside with neither outside doors nor windows.

- b. **IN CASE OF INJURY OR SUDDEN ILLNESS:**
Immediately notify the business office of the college as to the person injured and location. The administration will determine the appropriate action that needs to take place. Depending on the nature of the injury or illness, emergency professionals will be notified and the proper action will be taken including the calling of 911 or the transporting of the person to the emergency

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room at Baylor University Medical Center at Dallas, 3500 Gaston Ave, Dallas, TX, if necessary.

Nights, weekends, and holidays: 24 Hour emergency services at Baylor University Medical Center at Dallas provides immediate medical care, 3500 Gaston Ave, Dallas, TX; 214.820.0111.

- c. **PROCEDURES FOR SCHOOL CLOSING DUE TO INCLEMENT WEATHER:**
In the event of inclement weather that poses a risk to safe commuting for students, faculty, and staff, the President and/or his/her assignee will close the school. Notification will be made through your school assigned email. Additional announcements may also be made using other methods.

Behavioral Expectations

- Your employer will expect you to arrive on time and be present to complete your responsibilities.
 - ❖ You are responsible for arriving on time for class. Any late arrival or early departure is a disruption.
 - ❖ Do not enter the classroom when one of your classmates is giving a presentation.
 - ❖ If you must leave early, let your instructor know in advance and sit as close as you can to the door that day.
 - ❖ Do not leave and reenter the classroom unless it is absolutely necessary.
- If you are in a meeting at work, you will be expected to give your full attention to the meeting and your co-workers will not expect to be interrupted or distracted by your electronic devices.
 - ❖ Turn off all electronic devices except computers, if appropriate, when entering a classroom.
 - ❖ Do not use any electronic device for anything other than what is related to the class you are attending at the time you are attending it.
 - ❖ Do not make/answer calls or text messages during class (if it is necessary for you to take an emergency call, tell the instructor if there is a problem before class begins and leave the room to take the call).
- In order to work as an effective team member, you will need to respect the people with whom you work.
 - ❖ Address instructors with the title “Dr.,” “Professor,” “Mr.” or “Ms.” as appropriate to their qualifications. It is inappropriate to call an instructor by his/her first name.

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- ❖ Demonstrate the kind of behavior toward your classmates that you expect to demonstrate to your co-workers.
 - ❖ Complete the portion of any team assignment you have agreed to accomplish.
 - ❖ Develop the skill of respectful disagreement and logical argument.
4. The workplace will have nonnegotiable deadlines.
- ❖ Assume that the due date and time for an assignment is as important as the due date/time for a workplace report.
 - ❖ Assume that the date and time assigned for your presentation is as essential as a due date/time for a presentation to a client.
5. As an adult, you are responsible for the details that accompany your work products.
- ❖ Present homework assignments in the required format.
 - ❖ Do not assume the instructor will provide staples, paper, folders, printing services or any other material required for your final work product.
 - ❖ On the day of an exam, bring pencils, calculators, and everything you will appropriately need to complete the exam.
6. In the workplace, you are expected to edit written documents for correct word choice, grammar, sentence structure and spelling.
- ❖ Do not expect to be able to prepare a written assignment without allowing ample time for review and revision. You should put all written assignments through several drafts, writing and rewriting over a period of time, before you consider them prepared in a professional manner for submission to your instructor.
7. E-mail is a means of professional communication.
- ❖ Write e-mails to instructors and students in a professional format. Do not write in the same shorthand used in text messages. Language should be gracious and polite.
 - ❖ Address the recipient by name.
 - ❖ Use grammatically correct sentences.
 - ❖ Check your spelling.
 - ❖ Sign your complete name.
 - ❖ Include the title and section of the course, if appropriate.
8. Improper dress is distracting in the workplace.
- ❖ When you are attending class and, most importantly, when you are giving a presentation, your attire should not be revealing or offensive. Dress appropriately.

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9. The organizations for which you want to work will expect and promote ethical behavior.
 - ❖ Ensure that your work is indeed YOUR work. Do not plagiarize from written or electronic sources. Do not use the work of others with the intent to present it as your own.

10. Even when you are in an entry-level position, colleagues and supervisors expect that your previous experience and education will influence your ability and potential to perform on the job. You will be responsible for your own learning.
 - ❖ Take ownership of concepts learned in previous courses and be prepared to apply them to current coursework.
 - ❖ Acknowledge that your effort to acquire your previous academic skills (e.g. your writing and math skills) will affect your performance in many of your courses.

Dress and Personal Appearance Policy

No dress code can cover all contingencies so students and/or staff must exert a certain amount of judgment in their personal appearance choices. If you experience uncertainty about acceptable attire, please ask the administration. The college reserves the right to decide what is or is not appropriate regarding the dress code.

Formal Dress Attire

In a formal business environment, the standard of dressing for men and women is a suit, a jacket and pants or a skirt, or a dress paired with appropriate accessories to include dress socks and/or hose.

Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business. In a formal business environment, clothing should be pressed and never wrinkled; clothing should not be tight or cling to your body. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive to others is unacceptable. Visible body piercings and tattoos are also discouraged.

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Professional Dress Attire

This is an overview of appropriate professional business attire. The lists tell you what is generally acceptable as professional business attire and what is generally not acceptable as professional business attire.

1. *Slacks, Pants, and Suit Pants*

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, pants that match a suit jacket, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include any that are too informal. This includes jeans, any pants that are not ankle length, sweatpants, exercise pants, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for exercise or biking.

2. *Skirts, Dresses, and Skirted Suits*

Dresses, skirts, skirts with jackets, dressy two-piece knit suits or sets, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

3. *Shirts, Tops, Blouses, and Jackets*

Shirts or dress shirts (with ties), sweaters, tops, and turtlenecks are acceptable attire if they contribute to the appearance of professional dress. Most suit jackets or sport coats are also desirable attire. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders or plunging necklines; golf-type shirts; collarless or banded collar shirts; sweatshirts; and t-shirts.

4. *Shoes and Footwear*

Conservative walking shoes, dress shoes, oxfords, loafers, boots, flats, dress heels, and backless shoes are acceptable. Athletic shoes, tennis shoes, flip-flops, slippers, sandals without a heel and any casual shoes are not acceptable.

5. *Accessories and Jewelry*

Tasteful, professional ties, scarves, belts, and jewelry are encouraged. Jewelry should be worn in good taste, with limited visible body piercings and/or tattoos.

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6. *Makeup, Perfume, and Cologne*

A professional appearance is encouraged and excessive makeup is unprofessional. Remember that some people are allergic to the chemicals in perfumes and makeup, so wear these substances with restraint.

7. *Hats and Head Covering*

Hats are not appropriate in the building. Head covers that are required for religious purposes are allowed.

Business Casual Attire

At Pierce Mortuary Colleges, business casual attire is similar to professional dress attire with the exception being to shirts, tops and/or blouses. For business casual, collared shirts including banded collars and polos are acceptable.

"Dress Down" Attire

Certain days can be declared dress down days, generally Fridays. On these days, ankle-length jeans, t-shirts with sleeves and a school logo, athletic shoes or business casual attire is acceptable.

Unacceptable Attire

The following is a description of appearance that is **NEVER** acceptable at Pierce Mortuary Colleges:

1. Attire with anything derogatory, controversial, or vulgar thereon. Reference, whether in the form of text or pictures to alcohol, drugs, or sex. Suggestive, startling, unusual, or immodest (e.g. too much cleavage, skin, or see through) attire of ANY sort.
2. Any pants less than ankle-length. (NO SHORTS or CAPRIS)
3. Fleece suits, jogging outfits, leggings, spandex or athletic clothing.
4. Body or muscle shirts, tank tops, halter tops, etc. Any shirt or blouse that allows for bare midriff or is sleeveless.
5. House shoes, house slippers, or flip flops.
6. Clothing with tears, rips, or holes, including jeans.
7. Sunglasses worn inside the building.
8. Hairstyles and hair colors of a non-conservative nature.

Please note: Faculty and staff, as well as your fellow students, notice your appearance and compliance with the dress code throughout the entire year. One's ability to use the

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college as a reference in the years to come may be hindered by appearance and personal hygiene which does not comply with school policy.

Conclusion

If clothing fails to meet these standards, as determined by the administration, the person will be asked not to wear the inappropriate item again. If the problem persists, the Pierce Mortuary College disciplinary action procedure will begin and could lead to administrative withdrawal.

Learning Skills Workshop

Completion of the learning skills workshop will be required if a student who demonstrates by tests of subject examinations that a severe deficiency exists. Beginning with the second week of the initial quarter for a student, those who score at or below the benchmarks set by the college on the college's chosen assessment tool (or do not take the test) will be required to attend special workshops for remediation.

Parking Policy

Adequate parking has been provided for student use. Students are required to use only these areas. There are, however, certain Restricted Areas where student parking is not permitted:

1. No parking in spaces designated as reserved, faculty, staff, visitor, or handicapped parking (without a permit).
2. No parking in front of any doors.
3. No parking in fire lanes.

Policy Regarding Copying Copyrighted Materials

It is the policy of Pierce Mortuary Colleges to adhere to the requirements of the United States Copyright Law of 1976, as amended, (Title 17, United States Code, hereinafter, the "Copyright Act") including ensuring that the restrictions that apply to the reproduction of software are adhered to and that the bounds of copying permissible under the fair use doctrine are not exceeded. Accordingly, all students, faculty, and staff of Pierce Mortuary Colleges should adhere to the following policy guidelines:

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Guidelines

1. Only copyrighted materials are subject to the restrictions in this Policy Statement. Non-copyrighted materials may be copied freely and without restriction. Because a copyright notice is not required for copyright protection of works published on or after March 1, 1989, **most works (except those authored by the United States Government) should be presumed to be copyright protected**, unless further information from the copyright holder or express notice reveals that the copyright holder intends the work to be in the public domain. With regard to works published prior to March 1, 1989, a copyright notice generally is required in order for them to be copyright protected.
2. Copyrighted software may be copied without the copyright owner's permission only in accordance with the Copyright Act. Section 117 of the Act permits the making of a single archival back-up copy. Most software, however, is licensed to the user and the terms of the license agreement may give the user "permission" to make copies of the software in excess of the single archival copy permitted by the Copyright Act. Each software license agreement is unique, and its terms and provisions will vary from product to product and from company to company. As a result, the extent of the user's rights to copy licensed software beyond that which is permitted under the Copyright Act cannot be determined without reference to the user's license agreement with the software copyright owner. It is the policy of Pierce Mortuary Colleges that any copying or reproduction of copyrighted software on Pierce Mortuary College computing equipment must be in accordance with the Copyright Act and the pertinent software license agreement. Further, faculty, staff, and students may not use unauthorized copies of software on Pierce Mortuary College owned computers or computers housed in any Pierce Mortuary College.
3. Copyrighted materials may be copied without the copyright owner's permission where such copying constitutes "fair use" under the Copyright Act. Section 107 of the Act identifies four factors to be considered in determining whether a use is fair. While this statutory "balancing test" is the ultimate test of fair use, Congress has endorsed certain Guidelines that provide more concrete guidance to educators as to the boundaries of permissible copying. Generally, copying is permissible as fair use to the extent it is permitted by the Guidelines set forth in Fair Use. In some cases, copying not within the Guidelines nevertheless may constitute fair use; however, before proceeding on that assumption, the appropriate administrative office may need to request legal advice.
4. In order to copy materials including software where (a) the materials are copyrighted, and (b) copying extends beyond what is permitted by license of the boundaries of the Guidelines in Fair Use, permission should be obtained from the copyright owner.

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5. The faculty or staff member or student will be personally responsible for the defense of an action for copyright infringement.

Penalties for Copyright Infringement:

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For “willful” infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines up to \$250,000 per offense.

Using the Four Factor Fair Use Test

Most people think that the fair use test is difficult. Actually, it is not so much difficult as it is uncertain – susceptible to multiple interpretations. Two people can review the same facts about a proposed use and come to different conclusions about its fairness. That is because one must make many judgments in the course of weighing and balancing the facts.

Attorneys read the “judgments of judges” to learn how to make judgments ourselves, but judges see things differently (one from another) too. Because “reasonable minds can disagree” about fair use, perhaps it is unrealistic to try to predict what a judge would think about a proposed use. But that is just what this test is about.

Here is how it works:

With a particular use in mind,

- ❖ Read each question and the comments about it
- ❖ Answer each question about your use
- ❖ See how the balance tips with each answer
- ❖ Make a judgment about the final balance: overall does the balance tip in favor of fair use or in favor of getting permission?

The Four Fair Use Factors:

1. What is the character of the use?
2. What is the nature of the work to be used?
3. How much of the work will you use?

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4. What effect would this use have on the market for the original or for permissions if the use were widespread?

Factor 1: What is the character of the use?

Nonprofit	Criticism	Commercial
Educational	Commentary	
Personal	News reporting	
	Parody	
	Otherwise "transformative" use	

Uses on the left tend to tip the balance in favor of fair use. The use on the right tends to tip the balance in favor of copyright owner – in favor of seeking permission. The uses in the middle, if they apply, are very beneficial: they add weight to the tipping force of uses on the left; they subtract weight from the tipping force of a use on the right.

Imagine that you could assign a numerical weight to each use. A nonprofit educational use *other than the middle uses*, for example, making a copy of a journal article for a university class, might weigh 5 in favor of fair use. But a nonprofit educational use that is also criticism, for example, the inclusion by a faculty member of a quote from another’s work in a scholarly critique, would weigh even more in favor of fair use: about 6 or 7. That is because the uses in the middle are “core” fair uses; the ones most dearly protected.

Even if they are for-profit, the core fair uses weigh in favor of fair use: that is why they subtract from the weight against fair use of a commercial use. A commercial duplication of an article from a journal might weigh 5 against fair use. But a commercial commentary or quotation would barely tip the scale, if at all.

This is not to suggest that fair use can be precisely quantitatively analyzed. Numbers are just a tool to illustrate how the facts interact and affect each other. Actually, numbers would not make the analysis any easier: copyright owners and users would have just as much trouble agreeing on any other judgment about fair use.

Factor 2: What is the nature of the work to be used?

Fact	A mixture of fact and imagination	Imaginative
Published		Unpublished

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Again, uses on the left tip the balance in favor of fair use. Uses on the right tip the balance in favor of seeking permission. But here, uses in the middle tend to have little effect on the balance.

Which way is your balance tipping after assessing the first two factors?

Factor 3: How much of the work will you use?

Small amount	More than a small amount
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This factor has its own peculiarities. The general rule holds true (uses on the left tip the balance in favor of fair use; uses on the right tip the balance in favor of asking for permission), but if the first factor weighed in favor of fair use, you can use more of the work than if it weighed in favor of seeking permission. A nonprofit use of a whole work will weigh somewhat against fair use. A commercial use of a whole work would weigh significantly against fair use.

For example, a nonprofit educational institution may copy an entire article from a journal for students in a class as a fair use; but a commercial copy shop would need permission for the same copying. Similarly, commercial publishers have stringent limitations on the length of quotations, while a student writing a paper for a class assignment could reasonably expect to include lengthier quotes.

Which way does your balance tip after assessing the first three factors? The answer to this question will be important in the analysis of the fourth factor.

Factor 4: If this kind of use were widespread, what effect would it have on the market for the original or for permissions?

After evaluation of the first three factors, the proposed use is tipping towards fair use	Original is out of print or otherwise unavailable	Competes with (takes away sales from) the original
	No ready market for permission	Avoids payment for permission (royalties) in an established permissions market
	Copyright owner is unidentifiable	

General Policies

This factor is a chameleon. Under some circumstances, it weighs more than all the others put together. Under other circumstances, it weighs nothing. It depends on what happened with the first three factors.

Here is why:

This factor asks, “If the use were widespread, would the copyright owner be losing money?” Well, actually, it asks “If the use was widespread, **and the use was not fair**, would the copyright owner be losing money? After all, if the use was fair, the copyright owner would not be entitled to any money at all, so he could not “lose” what he never would have had to begin with.

When you include in your assumptions the very conclusion that you are trying to reach (you **assume** a use is not fair in the process of trying to figure out **whether** it **is** fair), you violate a principle of logic – you engage in “circular reasoning.”

Courts deal with this propensity of the fourth factor to encourage circular reasoning by looking at the first three factors before evaluating the fourth. If the first three factors indicate that the use is likely fair, courts will not permit the fourth factor to convert an otherwise fair use to an infringing one. On the other hand, if the first three factors indicate that the use is likely not fair; courts are willing to consider lost revenues under the fourth factor. In this case they do not have to assume the conclusion in order to reach it. They reach the conclusion based on good evidence that the use is not fair. This means that if a use is tipping the balance in favor of fair use after the first three factors, the fourth factor should not affect the results, even if there is a market for permissions, even if the owner would lose money because of the use.

On the other hand, if a use is tipping the balance in favor of asking for permission one need not “assume” it is not fair. The first three factors show that it is not. Add to that an active permissions market and the fourth factor will decisively tip the balance. Forget fair use. Get permission.

The facts in the middle illustrate circumstances that also support fair use, as they indicate a lack of harm to the owner’s economic incentive.

Does the balance for your use tip in favor of fair use or in favor of getting permission after consideration of all four factors?

College Code of Ethics

PREAMBLE

The students and faculty at Pierce Mortuary Colleges consider the cultivation of ethical standards by its members to be of primary importance in upholding the honor and integrity of the funeral profession. The schools expect its members to maintain standards of personal discipline that are in harmony with its educational goals; to observe national, state, and local laws as well as school regulations; and to respect the rights, privileges, and property of others. An atmosphere more conducive to education will be promoted by a mutual respect and trust among the members of the community of students and faculty. The status of such a relationship between students and faculty will depend on the behavior of these individuals, and the responsibility of defining acceptable behavior will fall upon the student/faculty community as a whole.

ARTICLES

The members of the community of students and faculty should follow these guidelines for their mutual interactions. It must be emphasized that these guidelines are of a general nature, provided as a basis for the intended mood of the document, and are not to be interpreted as a tool for airing petty grievances.

1. The members are expected not to engage in any conduct that provides unfair advantage for students in any academic matter. Examples of this provision include giving or receiving unauthorized aid during an examination, harboring study materials needed by an individual, class, or the student body as a whole, providing “advance copies” of a scheduled examination to selected students in a class, reading a test to a class prior to its scheduled administration date while permitting the copying and/or recording of the test items, and employing non-traditional means to arrive at a test score that extend beyond conventional grading and/or measurement standards.
2. The members are expected not to extend to individual students privileged information concerning examinations that gives unfair advantages to those students.
3. The members are expected not to seek privileged information concerning examinations in addition to that information that is disseminated to the entire class.
4. The members are expected not to participate in any conduct that intentionally obstructs or disrupts a member’s education, teaching, or research; and they are expected not to intentionally cause destruction or deprivation of the property of a member or the school.

General Policies

5. The members are expected not to slander or anonymously accuse each other.
6. The members are expected not to publicly or privately accuse any member through any channel other than one in which such person may have the opportunity and availability of defense.

RESPONSIBILITY

The establishment of a relationship based on trust is the responsibility of every member of the community. The members should, therefore, take positive steps to maintain the atmosphere and to correct any situation that might damage it.

INSTITUTIONS

This document will be the official statement of the community of students and faculty of Pierce Mortuary Colleges.

PROMULGATION

Pierce Mortuary Colleges will provide all new members of the community with a copy of this document as a part of the Student Handbook. In addition, the Administration of each Pierce Mortuary College will explain the provisions of this document each school year during the orientation of the incoming class.

PROCEDURES

Any individual from inside or outside the College community may file a complaint against a student suspected of violating College regulations. The complaint shall follow the procedures outlined in the Student Grievance Policy and Process. Although voluntary, we encourage for complaints to be submitted as soon as possible after the event takes place.

Drug Abuse Prevention

Pierce Mortuary Colleges, in compliance with the Higher Education Act and its Amendments, offers a drug abuse program for the purpose of educating and providing help in dealing with the nation-wide drug abuse problem. The program is provided to all students, faculty, and staff associated with the Institutions.

Pierce Mortuary Colleges recognizes the seriousness of drug abuse on campuses and in workplaces today. Drug abuse is defined not only as the use of controlled substances, but also as the abuse of alcohol or any mind/attitude altering substance.

General Policies

The following are grounds for administrative withdrawal from any Pierce Mortuary College.

1. Being found in possession of a controlled substance or alcohol while on campus.
2. Being found under the influence of a controlled substance or alcohol while on campus.
3. Being found in possession of a controlled substance or alcohol at any school sponsored event.
4. Trafficking of a controlled substance with the intent to sell will result in immediate termination and the offender will be reported to proper authorities for legal sanctioning.

Disciplinary actions for being in violation of this policy, depending on the severity of the situation, are as follows:

First Offense: For suspicion of being under the influence of a controlled substance or alcohol at school or a school function, individual advising with the Dean or President will be mandatory.

Second Offense: For suspicion of being under the influence of a controlled substance or alcohol at school or a school function will result in referral to applicable advising, treatment, and/or rehabilitation. It may also result in suspension from school or employment.

Third Offense: For suspicion of being under the influence of a controlled substance or alcohol at school or a school function will result in termination of the student or employee.

Students or employees terminated after a third offense of this policy may be reinstated in school or employment upon the successful completion of a rehabilitation program and/or, through their individual merit, have illustrated they are well on their way to recovery.

If you feel that you may have a drug or alcohol problem, there are numerous organizations in the Greater Dallas/Fort Worth area that can offer assistance. For a referral to an appropriate agency we suggest contacting:

Greater Dallas Council on Alcohol & Drug Abuse
1349 Empire Central Dr. # 800
Dallas, TX 75247
214.522.8600
Dallascouncil.org

Pierce Mortuary Colleges cooperate with all law enforcement agencies in the prevention of drug abuse and drug trafficking. Persons caught in the possession of a controlled substance will be turned over to the appropriate legal authorities and may face severe consequences. Some of these, as prescribed by local, state, and federal law, are costly fines and/or incarceration. Before a problem becomes overwhelming, Pierce Mortuary Colleges encourage its students and faculty to seek help from a qualified counselor with an appropriate agency.

Notification of Rights under FERPA for Postsecondary Institutions

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.)

These rights include:

1. The right to inspect and review the student's education records within 45 days after the day the Pierce Mortuary College (“School”) receives a request for access. A student should submit to the registrar, dean, president, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA.

A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed.

If the school decides not to amend the record as requested, the school will notify the student in writing of the decision and the student’s right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to provide written consent before the school discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

General Policies

The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the Dallas Institute of Funeral Service in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of trustees; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of the Dallas Institute of Funeral Service who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the Dallas Institute of Funeral Service.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the Dallas Institute of Funeral Service to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

FERPA permits the disclosure of PII from students' education records, without consent of the student, if the disclosure meets certain conditions found in §99.31 of the FERPA regulations. Except for disclosures to school officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, §99.32 of FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. **A postsecondary institution may disclose personally identifiable information (PII) from the education records without obtaining prior written consent of the student –**

- ❖ To other school officials, including teachers, within the Dallas Institute of Funeral Service whom the school has determined to have legitimate

General Policies

- educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(1) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))
- ❖ To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))
 - ❖ To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the institution's State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)
 - ❖ In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))
 - ❖ To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))
 - ❖ To accrediting organizations to carry out their accrediting functions. ((§99.31(a)(7))
 - ❖ To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))
 - ❖ To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))
 - ❖ To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))
 - ❖ Information the school has designated as "directory information" under §99.37. (§99.31(a)(11))

General Policies

- ❖ To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))
- ❖ To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))
- ❖ To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

Use of Facilities

Student Center

1. The Student Center is for student use and enjoyment; please help to care for it and keep it clean.
2. A student who will be responsible for a guests' conduct must accompany guests using the student center.
3. There is NO SMOKING, DIPPING, or E-CIGARETTES in the Student Center or anywhere in the school.
4. Please place cups, paper wrappers, and trash in the containers provided.
5. Please do not move or remove furniture without permission.
6. Please do not sit on any of the tables.
7. Any group using the kitchen facilities in the Student Center is responsible for any cleanup and putting away of all materials used. Failure to do so will cause the group to lose its kitchen privileges.

Library

The library should be a quiet place where students can go to study and do their work especially around heavy testing periods. Please help to maintain a proper library atmosphere at all times for the benefit of everyone.

1. No loud or boisterous talking.
2. No smoking in the library.
3. No marking, writing, or scratching on the furniture or in books. Please help maintain our fine facility.
4. After using a book, please check it in with the proper person. ANY faculty or staff member will be glad to assist you. Please do not re-shelve any books.
5. Reserved books and periodicals are to be used ONLY in the library.
6. Students are encouraged to use the library reference books freely.

Use of Facilities

7. Books may be checked out from the library. Grades may be withheld if books are not returned before the end of the quarter. Books lost, stolen, or damaged must be paid for prior to release of grades.
8. Some funeral merchandise suppliers send monthly or quarterly booklets for the students to take and are available in the library. For example, the *Dodge Magazine* may be taken by students.
9. Other professional magazines and journals are to be read and left in the library for use by others.
10. Students are encouraged to contact local libraries, including other university or college libraries if additional resources are needed.

Library hours: 7:00 AM to 4:00 PM – Monday through Friday to check out books and for study purposes.

Computer Lab

The use of the computers at Pierce Mortuary Colleges is a privilege. Users are subject to compliance with certain principles designed to assure that all users have reasonable access to computer equipment and that the action of any one user will not adversely affect any aspect of the work or computer usage of another. The use of college computing equipment for purposes that violate College policy, are illegal, and/or other unethical uses may result in temporary or permanent loss of privileges, criminal penalties, and/or other disciplinary action.

Computer Use Policies

1. The computers are available for use by students currently enrolled at the College and other individuals granted special access by College officials. Persons who are not affiliated with the College are not permitted to use these computing facilities and services (the resources).
2. Each computer in the Computer Lab is equipped with Microsoft Office. These programs include Word, Excel, and PowerPoint. Although it is not required that an individual use the computer lab for class assignments, it is recommended that one use Microsoft Office products for any work produced outside of the lab if you wish to correct, or print your papers.
3. The computers are to be used for educational purposes. Users may not exploit these resources for commercial purposes, or for personal financial gain.

Use of Facilities

4. Each student user shall be responsible for proper usage and are subject to both state and federal laws pertaining to such activity.
5. All materials created, sent, received, or downloaded are the sole property of Pierce Mortuary Colleges.
6. Users will treat as confidential and as private property, all information and software which may accidentally become available. No copying, retaining, modifying, or disseminating any part of such material.
7. Users will not use evasion or attempted evasion of security mechanisms.
8. Understand that the College may, at any time, monitor any use of the resources either for reasons of system maintenance or to ensure compliance with regulations, laws, and rules of the College.
9. Users will not use the resources in such a way that the work of other users, the integrity of the computing equipment, or any stored programs or data may be jeopardized. Settings should not be changed on any computer except by college personnel.
10. Users are not to download or install any programs from the Internet, a privately owned disk, or any other source unless specific permission has been obtained from the College officials. Any program besides those already on the computer may result in damage, corruption, or loss of information. Recovery of lost material is usually not possible.
11. Users are not to utilize the resources to visit, view, download, or obtain materials of any pornographic or unsuitable nature.
12. Users will not engage in any illegal acts such as, but not limited to plagiarism and copyright infringement.
13. Users will not remove equipment or supplies from the computer lab.
14. If use of the resources contravenes any provision in this agreement, or is in breach of any rules in force, the College may withdraw access to the resources. Any dispute arising from such action by the College, or arising from other provisions of this agreement will be handled under the appropriate disputes and appeals procedure within the College.

Use of Facilities

15. When finished using the computers, all students must properly shut down or log off of the computer and neatly place the keyboard and mouse in the proper position in front of the monitor.
16. Student users will NEVER:
- a. Bring food or drink into the computer lab.
 - b. Violate any software license agreements or copyrights, including copying or redistributing copyrighted computer software or data.
 - c. Save work on computer hard drives unless directed to do so by an instructor or the administration of the College. Personal data storage devices should not be removed until all work has been saved and the program closed.
 - d. Delete or copy files from college computer hard drives.
 - e. Load or run personal software programs or games on college computers.
 - f. Deliberately crash or attempt to crash a system.
 - g. Install a virus of any type, destructive or non-destructive.
 - h. Transmit messages containing obscene, profane, lewd, vulgar, rude, inflammatory, threatening, or disrespectful language.
 - i. Leave a PC you are working on unattended. The College is not liable for loss of student property or loss of work.
 - j. Treat any of the material in a manner that could be potentially damaging, dangerous, or disruptive.
 - k. Engage in personal or generalized attacks, harassment, or bullying.
 - l. Send messages, using electronic means of any kind that contain false, defamatory, or menacing information or content.
 - m. Skip classes to use the computer lab.

Use of Facilities

Assumption of Risk

1. The College makes no warranties of any kind, whether express or implied, for services provided and is not responsible for any damages suffered while on the system to include loss of data and inaccurate or poor quality information obtained from the system.
2. The College accepts no responsibility for the malfunctioning of any equipment or software, nor failure in security or integrity of any stored program or data.
3. No claim will be made against the College, its employees or agents in respect of any loss alleged to have been caused whether by defect in the resources or by act or neglect of the College, its employees or agents.
4. This agreement is supplemental to the general practice and regulations of the College

The computer lab is available to students whenever the school is open: Monday through Friday from 7:00 AM to 4:00 PM. Any questions regarding the use of or a problem with the computers in the lab should be directed to the administrative offices of the college.

Hallways

1. The hallways should be kept clear of any materials that may impede a person's access to other rooms in the building.
2. Sounds including talking should be kept at a low level to help promote an environment conducive to learning. This is especially true during class session.
3. Students are reminded not to throw objects inside the building.
4. Willful destruction, damage or defacement of the college's or fellow students' property may subject the accused to the conduct policy.

Use of Facilities

Classrooms

1. Classrooms should facilitate an environment conducive to learning on all levels.
2. Cheating, aiding or abetting another student in cheating will not be tolerated.
3. Students are reminded not to throw objects inside the building.
4. Willful destruction, damage or defacement of the college's or fellow students' property may subject the accused to the conduct policy.
5. Possessing, appropriating or stealing property that belongs to another or to the college will not be tolerated. It is recommended that students mark or label their belongings in order to assist with their return if they are lost.
6. Use of sounding (beeping, vibrating, etc.) of electronic devices such as cell phones in classrooms is NOT PERMITTED. No devices are allowed to be in view during classes, labs or examinations unless prior approval has been requested and given by the instructor.
7. Students are to be respectful of both the instructor and the fellow students. If conduct rises to an intolerable level the instructor may ask the student to leave and report to the administrative offices.
8. Students shall address concerns first to the individual instructor and then follow the grievance policy contained in this document.

ADA Accommodations

The Americans with Disabilities Act (ADA) and Pierce Mortuary Colleges policy prohibit discrimination in employment and educational programs against qualified individuals with disabilities. It is the policy of the College to provide reasonable accommodations or academic adjustments when necessary. These accommodations and adjustments must be made in a timely manner and on an individualized and flexible basis. It is the responsibility of individual students, staff, and faculty members to identify themselves as an individual with a disability when seeking an accommodation or adjustment. It is also the responsibility of individual students, staff, and faculty members to document their disability (from an appropriately licensed professional) and to demonstrate how the disability limits their ability to complete the essential functions of their job or limits student's participation in the program or services of the College. Medical documentation will be kept confidential. Students, staff, and faculty members must maintain institutional standards of performance.

In accordance with the Americans with Disabilities Act (ADA), the College is fully committed to providing educational services to all individuals, regardless of disabilities they may have. To accommodate individuals with disabilities, it is the policy of the College to:

1. Administer educational courses in facilities that are accessible to individuals with disabilities or to make alternative arrangements; and
2. Make such modifications to its courses and curriculum as are necessary to ensure that the place and manner in which the course is given are accessible to individuals with disabilities; and
3. Provide appropriate auxiliary aids and services for persons with impaired sensory, manual or speaking skills.

Provided, however, that the College will not admit any individuals to its program or offer modifications and auxiliary aids to such individuals if any of the following conditions apply:

1. If the individual poses a direct threat to the health or safety of others; or
2. If the modification in the course or the provision of the auxiliary aid or service requested will fundamentally alter the course of study or result in an undue burden to the College; or
3. If the individual cannot meet the basic eligibility criteria set forth below or elsewhere in the admissions policies and requirements of the College.

Campus Health & Safety Procedures

Minimum Physical Requirements for Embalming Portion of the Program

In order to enter into the embalming portion of the program, an individual must be physically able, with or without the use of auxiliary aids and services, to perform the disinfection, surgery, suturing and restoration required in embalming dead human remains in a competent and timely manner.

Applicants who will require modifications in courses or the provision of auxiliary aids or services should consult with the College regarding the provision of these modifications or auxiliary aids or services.

The College may require evidence in the form of documentation from a physician and/or other professional to demonstrate that an applicant requires the modifications or auxiliary aids or services requested.

Minimum Physical Requirements for Funeral Directing Portion of the Program

In order to enter into the funeral directing portion of the program, an individual must be physically able, with or without the use of auxiliary aids or services, to understand and process information received from other persons and to effectively communicate in a cogent manner information to third parties.

Applicants who will require modifications in courses or the provision of auxiliary aids or services should consult with the College regarding the provisions of these modifications or auxiliary aids or services.

The College may require evidence in the form of documentation from a physician and/or other professional to demonstrate that an applicant requires the modifications or auxiliary aids or services requested.

Verification of Disabilities

Students are required to submit specific documentation to verify their eligibility for services. The documentation, which is provided as part of the registration process, must specify a major life activity (such as walking, eating, writing, or learning) that has been substantially limited by a disability.

This is to ensure that documentation of disabilities is appropriate, to verify eligibility, and to support requests for accommodations. These guidelines correspond with federal law and college policies. The Student ADA coordinator (Campus President) follows all appropriate and applicable federal and state laws and college policies with respect to

Campus Health & Safety Procedures

confidentiality of a student's disability and disability verification information. In general, the Student ADA coordinator will not disclose or release information provided except as required by federal and/or state law and college policies.

Students are entitled to appeal accommodation decisions of the Student ADA coordinator, faculty, or other college entities.

Security Policy

At Pierce Mortuary Colleges there is a need to balance the accessibility and use of facilities with the need to provide a safe and secure environment. Convenience must sometimes be compromised in order to maintain security. Each college community member must share in the responsibility to assure security for all members and property.

Key and Building Security Guidelines

Pierce Mortuary Colleges shall maintain a locking system for the protection of its community members, facilities, college property, and information. All locks, keys, electronic access key-fob/cards, and access codes are the sole property of Pierce Mortuary College and will be issued to students and employees based on their need for access. The college reserves the right to change locks, keys, and access codes as needed.

Keys and Electronic Access Fob/Cards

1. Pierce Mortuary College employees will be issued keys based upon their need for access.
2. All keys and electronic access cards must be returned to the college upon termination of employment or enrollment.

Code (combination) Locking Devices

1. The security code is changed on a periodic basis. Eligible employees and students are notified by college email of the change. Each college, *at minimal*, must change the security code after each graduating class for all interior and exterior code locking devices.

Campus Health & Safety Procedures

2. Security codes are changed upon termination of employees that had access.
3. Code changes must occur upon termination of an employee, employee permanently leaves the college for any reason, or if the code has been lost or compromised.
4. The college will maintain a record of code change dates and new code information.
5. Office codes are given to employees only and must have be changed on a periodic basis.

Loaning of Keys

1. College employees and students shall not transfer issued keys, access cards/key-fobs, or access codes.
2. Anyone found in possession of another's keys, card, or code shall have the keys or card confiscated permanently by the president of the college.
3. Individuals violating the policy on the loaning of keys will be subject to disciplinary action.

Maintenance of Locking Systems

Maintenance and installation of Key-Fob/Card Access System and key and code combination locking systems is the responsibility of the president of the college.

Key-Fob/Card Access System

1. Colleges that have the Key-Fob/Card Access System must maintain a record of issue and name of student or employee.
2. Colleges that have the Key-Fob/Card Access System must maintain a record of re-issuing of key-fob/card access and the termination of access of the key-fob/card when a student (or employee) has been terminated, graduated, or no longer is enrolled.
3. A twenty dollar (\$20.00) security fee will be charged to each student on or before orientation/first day of class. The security fee includes the cost of student ID and Key-Fob/Card.

4. Students will return Key-Fob/Card access keys prior to their last day at the college. The college will schedule the return of the Key-Fob/Card within the last week of classes for all seniors or upon termination of enrollment/employment. Students who return their key-fob will receive five dollars (\$5.00).
5. Whether lost or stolen, a replacement cost fee of ten dollars (\$10.00) will be charged to the student's account when the key-fob/card or student ID needs to be reissued.

Smoking Policy

There will be no smoking, use of smokeless tobacco or use of electronic cigarettes inside the facility; i.e. in hallways, lecture rooms, laboratories, restrooms, library, bookstore, storage areas, student center, offices, and the waiting area of the administrative offices or outside any unauthorized school entrances. Pierce Mortuary Colleges desire to provide the best and most healthful environment possible for all. Notwithstanding, designated smoking areas with appropriate disposal containers are provided.

Violence and Harassment on Campus Policy

Pierce Mortuary Colleges are committed to a campus free from violence and threats of violence. As an academic community and responsible employer, the College will provide an academic environment and workplace that fosters learning, teaching, work, study, and growth. The College will not tolerate threats of violence, harassment, intimidation and any other form of disruptive behavior. There is a zero tolerance for any form of violence. Violation of this policy will lead to immediate administrative withdrawal from the College.

Prohibited Conduct

1. Causing physical harm to any person, or causing reasonable apprehension of such harm.
2. Engaging in conduct directed at a specific person or persons that seriously alarms or intimidates such person or persons and that serves no legitimate purpose. Such conduct may include: explicit or implicit threats, including gestures that place a person in reasonable fear of unwelcome physical contact, harm or death.

Campus Health & Safety Procedures

3. Engaging in sexual conduct with another person without the consent of that person.
4. Engaging in sexual harassment.
5. Engaging in bullying.
6. Use, possession and storage of any weapons.
7. Theft or misuse of property or services of the College.

Policy

Use, possession, and storage of any weapons are not allowed or tolerated anywhere on the College campus.

Respect for the safety and welfare of others is an expectation of everyone within the College community. While acts of violence and degrees of threats, aggression, and intimidation are pervasive within our society, we are committed to creating and sustaining an environment where such behaviors are not tolerated. Therefore, any form of violence, whether actual or threatened, will not be tolerated. "Campus violence" includes, but is not limited to the following acts: (1) physical assault, with or without weapons, (2) oral or written statements that imply or suggest violence, (3) gestures, utterances, behavior, or expressions that communicate a direct or indirect threat of physical harm, (4) disruptive behavior of a potentially violent nature, (5) sexual violence, (6) violent acts that result in property damage or sabotage of equipment. Verbal abuse or other disruptive behavior may also be included in the definition of campus violence, depending upon the nature and severity of the conduct.

All acts of campus violence must be reported immediately to proper authorities. Except as may be necessary to investigate, intervene, and prevent violence; reports will be kept as confidential as possible. No person who reports or relays a complaint shall be intimidated, threatened, coerced, or retaliated against in any manner.

Acts of campus violence will be considered unacceptable conduct. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary actions up to and including dismissal, criminal prosecution, and other appropriate sanctions.

Campus Health & Safety Procedures

Confidentiality

Students' conduct records are confidential and will not be released outside the College without the student's specific written permission. Conduct records can be released if the student has violated the law or conduct records can be released under provision of applicable law.

Definitions

The term "the College" refers to Pierce Mortuary Colleges.

- a. The term "sexual conduct" means vaginal intercourse, anal intercourse, fellatio, cunnilingus, touching of the genitals, breast, buttocks, or inner thighs, or the clothing covering such, or any other physical conduct or touching of a sexual nature.
- b. The term "weapon" means any object or substance designed to inflict a wound, cause injury or incapacitate, including, but not limited to, all firearms, pellet guns, BB guns, switchblades or gravity knives, clubs, blackjacks or brass knuckles, or ice picks.
- c. The term "bullying" or "workplace bullying" means repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:
 - i. Threatening, humiliating, or intimidating, or
 - ii. Work interference — sabotage — which prevents work from getting done, or
 - iii. Verbal abuse, or
 - iv. Difficulty stopping the behavior directed at them, and struggling to defend themselves.

(This definition was used in the 2014 WBI U.S. Workplace Bullying Survey.)

Title IX, VAWA (Violence Against Women Act), and Campus SaVE Policies and Definitions

College Commitment

Pierce Mortuary College (PMC) students, faculty, staff, guests, and visitors have the right to be free from all violence, on and off the campus community, as it relates to PMC's sexual discrimination and misconduct policy. All members of PMC are expected to conduct themselves in a manner that does not infringe upon the rights of others. PMC is committed to eliminating sexual misconduct in all forms to include, but not limited to, sexual discrimination, stalking, relationship violence, and domestic violence. PMC provides reporting options, investigations, disciplinary processes, and prevention training to ensure the safety of students, faculty, staff, and visitors.

Confidentiality

PMC will respect the confidentiality of the complainant and the accused as much as possible. Students who wish to report sexual misconduct should be aware that employees on campus have reporting responsibilities and are required to contact PMC's Title IX Compliance Officer when they become aware of sexual misconduct. The Title IX compliance officer, with the complainant's consent, may contact and discuss the criminal issues surrounding the case if it becomes apparent that a criminal offense has occurred.

Reporting Process

When a complainant reports sexual misconduct (that occurred on or off campus) to the Title IX Compliance Officer or another employee; he or she has the right to expect PMC to take immediate and appropriate steps to investigate what happened and to resolve the matter promptly and equitably. **PMC STRONGLY ENCOURAGES COMPLAINANTS TO REPORT SEXUAL VIOLENCE OR DISCRIMINATION DIRECTLY TO THE CAMPUS TITLE IX COMPLIANCE OFFICE.**

The Title IX Compliance Officer will inform the complainant of the initiation of an investigation prior to starting an investigation and will, to the extent possible, only share information with people responsible for handling PMC's response to the incident. The Title IX Compliance Officer will remain mindful of the complainant's well-being, and will take ongoing steps to protect the complainant from retaliation or harm, and work with the complainant to create a safety plan. Retaliation against the complainant, whether by students, employees or third parties, will not be tolerated.

Campus Health & Safety Procedures

After the initial report, the Title IX Compliance Officer will notify the complainant and the accused of the outcome of the investigation within 60 calendar days. Possible sanctions or protective measures may result from the institutional investigation.

Complainants, accused, and bystanders will be asked to complete a Sexual Harassment/Discrimination incident Report.

Bystander – Duty to Report

PMC students and employees have a “duty to report” sexual misconduct that occurs on or off campus. Bystanders are required to:

- ❖ Report what you know to the Title IX Compliance Officer
- ❖ As a bystander (witness) you are responsible for giving accurate and truthful information about what you witnessed
- ❖ Maintain documentation regarding any matters involving sexual misconduct, discrimination or harassment
- ❖ Do your best to maintain impartiality. Avoid expressing opinions about the accused or other persons involved
- ❖ Maintain privacy; however, you should not make promises regarding complete confidentiality
- ❖ Any act by a PMC employee or student of retaliation against an employee or student for using the applicable policies responsibility interferes with free expression and openness and violates PMC policy. Accordingly, members of the college community are prohibited from acts of retaliation against those who file or are involved as bystanders. If you feel you have been retaliated against because of your participation in this process, it is your right to file a complaint of retaliation to the Title IX Compliance Officer.

Definitions

Sexual Assault: An actual, attempted, or threatened sexual act with another person without the person’s consent

Sexual Harassment: Conduct of a sexual nature that includes unwelcomed sexual advances, requests for sexual favors, joke’s about sex or sexual orientation, other verbal, non-verbal, physical conduct of a sexual nature that creates a hostile environment

Campus Health & Safety Procedures

Sexual Discrimination: Actions that subject individuals to improper and unequal treatment on the basis of their sex, including but not limited to the improper exclusion of individuals from PMC activities

Sexual Misconduct: Refers to sexual discrimination, assault, harassment, and/or other sexual violence

Stalking: Engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or suffer substantial emotional distress

Relationship Violence: Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the complainant; and where the existence of such a relationship shall be determined based on a consideration of the following factors: the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship

Domestic Violence: Crimes of violence committed by a current or former spouse or intimate partner of the complainant, by a person with whom the complainant shares a child in common, or by a person who is cohabitating with or has cohabitated with the complainant as a spouse

Non-Consensual Sexual Contact: Any intentional sexual touching by a man or woman and with any object that is without consent and/or by force (no matter how slight the contact)

Sexual Contact includes: Intentional contact with the breasts, buttocks, groin, or genitals; such as touching another with any of these body parts or making another person touch you with or on any of these body parts. Or any intentional bodily contact in a sexual manner, though not necessarily involving contact with breasts, buttocks, groin, genitals, mouth, or other orifice

Non-Consensual Sexual Intercourse: Any sexual intercourse by a man or woman and with any object that is without consent and/or by force (no matter how slight the contact). Intercourse includes: vaginal or anal penetration by a penis, object, finger, or tongue and/or oral copulation (mouth to genital contact or genital to mouth contact), no matter how slight the contact

Campus Health & Safety Procedures

Sexual Exploitation: Occurs when a person takes non-consensual or abusive sexual advantage of another for his/her own advantage or benefit, or to benefit or advantage anyone other than the one being exploited

Sexual exploitation examples include: Invasion of sexual privacy, prostituting another person, non-consensual video or audio-taping sexual activity, going beyond the boundaries of consent such as letting a friend hide in the closet while you have sex, voyeurism, knowingly transmitting an STD or HIV to another student, exposing one's genitals in non-consensual circumstances or asking another person to expose their genitals, and sexually based stalking or bullying such as emailing sexually explicit photos to another person or making sexual jokes at the expense of another person

Campus Contact

James Shoemake

Title IX Compliance Officer
President – Dallas Institute of Funeral Service
(214) 388-5466

Wayne Cavender

Deputy Title IX Compliance Officer
Dean – Dallas Institute of Funeral Service
(214) 388-5466

Complainant Rights

The Title IX Compliance Officer will have 60 calendar days to complete an investigation.

A complainant may file a police report at any time during the duration of a Title IX investigation. The Title IX investigation will continue to move forward during a criminal investigation.

The complainant will be encouraged to submit a written formal complaint against the accused.

PMC will protect the complainant and take immediate action to protect individuals in the educational setting.

The Title IX Compliance Officer will verbally notify the accused that they are to have no contact with the complainant.

Campus Health & Safety Procedures

If the complainant does not wish to proceed with a formal written complaint, the Title IX Compliance Officer will continue the formal investigation should the preliminary facts warrant. The Title IX Compliance Officer will explain to the complainant that without their cooperation, a full investigation will be limited. The Title IX Compliance Officer will also explain that PMC's obligation to investigate and document the allegations.

The Title IX Compliance Officer may decide that provisions will need to be put in place to ensure that the complainant remains safe from retaliation or harm during the investigation.

The complainant will be given guidance at the start of the investigation.

PMC will ensure due process rights for all parties.

Should the Title IX Compliance Officer find that a conflict of interest exists, before the investigation has begun, they will provide the student with a secondary individual to assist with the intake process.

The Title IX Compliance Officer will abide by PMC's FERPA standards in all intake and investigative processes as it relates to student on student Title IX cases.

All parties will be provided with a resolution that is supported by substantial evidence.

The Title IX Compliance Officer will provide a written summary of resolution to all parties within 10 business days following the completion of the investigation.

Upon completion of the investigation, all parties will have the right to appeal within 14 calendar days.

Accused Rights

The Title IX Compliance Officer will have 60 calendar days to complete an investigation.

The accused will be given guidance at the start of the investigation.

The accused will have the right to bear witnesses.

PMC will ensure due process rights for all parties.

Should the Title IX Compliance Officer find that a conflict of interest exists, before the investigation has begun, they will provide the student with a secondary individual to assist with the intake process.

Campus Health & Safety Procedures

The Title IX Compliance Officer will abide by the colleges FERPA standards in all intake and investigative processes as it relates to student on student Title IX cases.

All parties will be provided with a resolution that is supported by substantial evidence.

The Title IX Compliance Officer will provide a written summary of resolution to all parties within 10 business days following the completion of the investigation.

Upon completion of the investigation, all parties will have the right to appeal with 14 calendar days.

Preventing Sexual Harassment

PMC strives to create an academic community conducive to the development of each student by fostering an educational process committed to excellence and equity. Students, faculty, and staff are citizens of the local, state and national governments and of the academic community and are therefore, expected to conduct themselves as law abiding members of each community at all times.

Admission to a college carries with it special privileges and imparts special responsibilities apart from those rights and duties enjoyed by non-students. Students are expected to behave in a manner that is conducive to the mission of PMC. In recognition of the special relationship that exists between PMC and the academic community, PMC has authorized the President to take such action that may be necessary to maintain campus safety and preserve the integrity of PMC.

Prevention and Training Programs

Institutions must provide primary prevention and awareness programs for all incoming students and new employees, along with ongoing prevention and awareness campaigns that include the following:

- ❖ A statement that the institution prohibits sexual violence
- ❖ The definition of domestic violence, dating violence, sexual assault, and stalking in their jurisdiction (the institution must still follow the federal definitions when collecting statistics, offering victims assistance, and conducting disciplinary proceedings)
- ❖ The definition for sexual activity in their jurisdiction
- ❖ Bystander intervention
- ❖ Risk Reduction

Campus Health & Safety Procedures

- ❖ Information about disciplinary proceedings and victims' rights as required by SaVE

Frequently Asked Question

Question: If I am a PMC employee, what should I do if someone tells me they have been sexually assaulted?

Answer: If someone reports sexual misconduct to you, explain the “duty to report” policy to them. Contact the Title IX compliance officer to make a report.

Question: What should I do if I have been sexually assaulted?

Answer: Seek medical attention immediately. Once you return to a PMC, contact the Title IX Compliance Officer to make a report of sexual misconduct that occurred on or off campus. If you wish to make a police report, the Title IX Compliance Officer can assist you.

Question: If sexual misconduct occurs off campus, can PMC investigate?

Answer: It is important to contact the Title IX Compliance Officer if there has been an incident of sexual misconduct involving PMC students off campus. The Title IX Compliance Officer will investigate and make decisions regarding the continued enrollment of the accused.

Question: Someone has filed a complaint against me, what do I do?

Answer: If someone files a report of sexual misconduct against you, it is important that you DO NOT contact the alleged complainant by any means: in person, by phone, by mail, by social media, or any electronic communication or through someone else. Familiarize yourself with PMC policies surrounding sexual misconduct so you know what to expect. Direct any questions or concerns to the Title IX Compliance Office and cooperate fully with campus officials.

Question: To whom should I report that I've been sexually assaulted?

Answer: If you have been sexually assaulted and you would like to make a report, contact the Title IX Compliance Officer.

Question: Will my complaint remain confidential?

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Answer: Your privacy is priority; however, some information must be disclosed in order to fully investigate a complaint. PMC employees are also required to follow the “duty to report” policies. You are welcome to discuss your concerns regarding confidentiality with the Title IX Compliance Officer.

Question: What if I want to remain anonymous?

Answer: PMC honors anonymous reporting options. If you wish to remain anonymous, but would like to make a report against PMC employee or student, please call the Title IX Compliance Officer’s office. You will be asked questions regarding the crime, but will not have to give your name.

Question: Do I have to identify the accused?

Answer: In order to conduct a thorough investigation, the alleged accused must be identified. If you do not know the accused’s name, you may be asked to describe him or her to the best of your ability.

Question: If I report to the Title IX Compliance Officer, do I have to contact the police?

Answer: The Title IX Compliance Officer will contact the local police if it is determined that a crime occurred on campus for statistical purposes; however, this does not obligate you to pursue charges against the accused

Personal Electronic Device Policy

The use of cell phones, personal computers, MP3 Players, or any other personal electronic devices in the classrooms, labs, or library is strictly prohibited. All such devices should be powered off and put away out of sight during class or lab time and at all times when using the library. Violation of this policy could result in confiscation of the device. The device will be eligible for retrieval at the end of the school day. Students are reminded that if there is a type of emergency for which they must be contacted during class hours, it is perfectly acceptable to contact the school office and a staff member will deliver the emergency message immediately.

If approved by the instructor, the student may use a device to record classroom or lab lectures. Another exception to the above would be the use of a computer. Students should refer to the syllabus for each class to determine if the instructor allows the use of a computer in the classroom. A computer may be used for taking notes during classes and in the library for research or other school-related activities. All personal computer use should be reserved for between classes.

The use of a personal electronic device or cell phone during a quiz, test, or exam may result in a “zero” on that particular assessment.

Surveillance Camera Guidelines

Surveillance Camera Policy

This policy applies to all PMC personnel. Pierce Mortuary Colleges is using security cameras to monitor public areas in order to deter crime and to assist in security and safety of individuals and property of the College community. Video monitoring of public areas for security purposes at the College is limited to uses that do not violate the reasonable expectation of privacy. Surveillance camera monitoring for security purposes will be conducted in a professional, ethical, and legal manner. Monitoring individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other protected classification is prohibited. All information and/or observations made in the use of surveillance cameras are considered confidential and can only be used for official College and law enforcement purposes.

Scope

Surveillance cameras do not guarantee that someone on college property is safe from crime. There should not be an expectation that the surveillance cameras are being monitored 24 hours, seven days a week and that the College is going to observe and respond to a crime in progress. Security cameras serve to deter crime and do not imply prevention of crime.

Computing & Network Resources

Purpose

Pierce Mortuary Colleges is committed to enhancing the quality of life of the campus community by integrating the best practices of safety and security with technology. A critical component of a security plan is the utilization of a surveillance camera system. The surveillance of public areas is intended to deter crime and assist in protecting the safety and property of the College. These guidelines address the College's safety and security needs while respecting individual privacy of those attending, working or visiting our college.

Installation Procedures and Locations

The use of surveillance cameras is limited to uses that do not violate a person's "reasonable expectation of privacy", as that term is defined by law. All surveillance cameras will only be installed with the advance approval of the president of the college. The College's use of surveillance cameras for monitoring or recording must be used in a professional, ethical, and legal manner consistent with all existing College policies. Although not legally required to do so, the College will inform student/personnel when surveillance cameras are utilized. Surveillance cameras will not view private bedrooms, bathrooms, or offices.

Viewing

Only authorized personnel, as determined by the president of the college, will view surveillance camera footage whether live video feed or recording, or have access to surveillance monitoring. The president of the college will ensure that personnel involved in live camera monitoring or recordings will perform their duties in a legal, responsible and ethical manner. PMC personnel viewing camera footage will not discuss any information contained within or regarding the footage to any individual outside of the college or to personnel that have not been authorized by the president of the college.

Retention and Release of Information

Images obtained through surveillance monitoring or recording will be retained for a length of time deemed appropriate for the purpose of monitoring. Those images that are being used for a criminal and/or judicial investigation must be kept until the case has been officially closed.

College personnel are prohibited from using or disseminating information acquired from surveillance cameras except for official purposes. All information and/or observations made in the use of surveillance cameras are considered confidential and can only be used for official College and law enforcement purposes. Information and results obtained through surveillance monitoring or recording will only be released when authorized by the president of the College.

All requests from sources external to the College for the release of information and results obtained through surveillance monitoring or recording must be submitted to the president of the College.

E-Mail Policy

E-mail is a critical mechanism for communication at Pierce Mortuary Colleges and its email system and services is a privilege, not a right, and therefore must be used with respect and in accordance with the rules, regulations and policies of the college.

Official email communications are intended only to meet the academic and administrative needs of the college community. The college uses email as the official means of communication with faculty, staff, and students. Email communication may include policy announcements, schedule changes, emergency notifications, financial aid and billing data, college deadlines, important campus news, events and updates, and other information of a critical or timely nature. Students may not opt out from receiving a college email account or email communications.

Purpose and Scope

The purpose of the email communication policy is to establish an official mode of college communication with faculty, staff, and students. Each student has been provided with an .edu email account for official College communication. Electronic and computing resources are the property of the college and shall be used for legitimate instructional, administrative, research, public service and other approved purposes.

E-Mail Account Responsibilities

Each student receives an .edu email account upon their enrollment. Personal email accounts are prohibited to be used for official college email communications. Students of the College are responsible for receiving and reading all College communication sent to them via their College assigned email accounts in a timely fashion. Automated forwarding of emails to other email accounts is not supported by the College. Only the college provided email account is to be used when conducting college communication through email.

E-mail access is controlled through individual accounts and passwords. It is the responsibility of each student user to protect the confidentiality of their account and password information and be the only user of the account. E-mail access will be terminated when the e-mail account holder terminates his or her association with the College. This will normally occur within a 6 month period after commencement exercises, when the alumnus e-mails the college concerning their National Board Examination Results. The college will notify the alumnus before the e-mail account is terminated.

College e-mail users are responsible for mailbox management, including organization and cleaning. College e-mail users are expected to remember that e-mail sent from the college's e-mail accounts reflects on the College. It is the responsibility of all email account holders to manage the use, message content, and size of their email account. Due to email being the "official" communication method of the college, it is the responsibility for email account holders to read email daily, remove old messages and delete emails from unknown origin. Please comply with normal standards of professional and personal courtesy and conduct.

The following are deemed inappropriate, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, opening e-mail attachments from unknown or unsigned sources attempt to obtain another person's e-mail account password and computer tampering.

Office 365 Education

Office 365 Education is a collection of services that allows you to collaborate and share your schoolwork. It's available for free to students who are currently attending a Pierce

Computing & Network Resources

Mortuary College. Office 365 Education includes Office Online (Word, PowerPoint, Excel, and OneNote), 1TB of OneDrive storage, Yammer, and SharePoint sites.

You must be an active full-time or part-time student and have a school-specific email address provided by the college as well as internet access. You can use the plan for six months after you graduate or are no longer enrolled. Your student eligibility may be re-verified at any time.

When your Office 365 Education plan expires:

- If you are using the full, installed Office applications, the Office applications will enter a reduced-functionality mode, which means that you can view documents, but you cannot edit or create new documents.
- Online services associated with the school email address—for example, Office Online and OneDrive—will no longer work.

This OneDrive account is associated with the school and should be used for school-appropriate content, such as homework and schoolwork. Permissions and access can be changed by the school's IT administrator at any time. All of Office 365 Education is licensed for use only by the individual student. You may not share it with others

Social Media Policy

Introduction

Pierce Mortuary Colleges welcomes the responsible use of social media technologies to support engaged and transformative learning and to reach out effectively to our broader community. Our diverse use of social media allows us to share, in a public way, the many qualities and strengths of our academic institution. PMC uses social media to build relationships with important constituencies like prospective and current students, donors, and alumni. Social media are powerful communications tools that have a significant impact on organizational and professional reputations. It is important to remember that we are subject to the same laws, professional expectations, Code of Conduct, and guidelines when interacting online as we would in-person with students, parents, alumni, donors, and the media.

Social Media Policy Scope

This policy applies to all use of social media by the College students, faculty and staff to represent or discuss matters concerning the College and/or members of the College community, whether or not such use involves the College's network or other computer resources. "Social media" is a term used to describe tools and platforms that enable

individuals to share ideas and content quickly and easily. The popular venues are numerous and include social networking sites, such as, without limitation; texting, blogs and propriety platforms such as Twitter, Facebook, iTunes, Pinterest, Instagram, LinkedIn®, My Space, YouTube and Flickr®. The lack of explicit reference to a specific social media site does not limit the extent of the application of this policy.

Student Social Media Policy

Pierce Mortuary Colleges seeks to promote free and open discussion on social media sites, subject to its existing codes and policies. All members of the community, students, staff and faculty are expected to adhere to codes of conduct reflective of the values of the college, both on and off line. The following guidelines govern student communications on College administered social media sites as well as those sites which lead to a complaint:

1. The Student Code of Conduct and other College policies apply online just as they would offline.
2. The College has no duty to monitor and will not take on the duty to monitor any social media sites, including, but not limited to those administered by College personnel.
3. Notwithstanding this, the College reserves the right to take down posts on pages administered by College personnel when considered to be necessary, including, but not limited to, violations of the College's codes and policies.
4. The College also reserves the right to block individual's access to social media sites administered by College personnel when they have been found to have engaged in violations of the College's codes and policies on such sites.
5. Conduct online, including on social media sites, otherwise can be subject to discipline in accordance with the College's codes and policies.
6. Concerns about conduct online should be reported to the Dean or President of the College.

Faculty and Staff Social Media Policy

Pierce Mortuary Colleges seeks to promote free and open discussion on social media sites, subject to its existing codes and policies. While all members of the community, students, staff and faculty are expected to adhere to codes of conduct reflective of the values of the college, both on and off line, the College Student Social Media Policy recognizes that employees of the College are governed by personnel policies that may

Computing & Network Resources

use different guidelines for using social media.

Account Administrators

All social media accounts officially recognized by PMC must have PMC faculty or staff member as an administrator at all times. Should a PMC employee administrator of an account leave the College for any reason or no longer wish to be an account administrator, it is the Dean/President's responsibility to designate another PMC employee to be an account administrator prior to removing himself or herself from that role. PMC employees identified as administrators of accounts are held responsible for managing and monitoring content of their officially recognized accounts. Administrators are responsible to remove content that may violate the College's Conduct Policies. All user names and passwords must be stored, kept, and maintained by the President of the College.

Student Code of Conduct

Student Bill of Rights and Responsibility

Pierce Mortuary College students are both citizens and members of the academic community. As citizens, students enjoy freedom of speech, peaceful assembly, and the right to petition. As a member of the academic community, they are subject to the obligations which are theirs by virtue of this membership. When students attend the College, they become subject to its jurisdiction. Students are expected to conduct themselves in a responsible manner in all areas of campus life. By enrolling, they pledge to obey the rules and regulations of the College and are responsible for observing all College Policies and Procedures.

Promulgation

Pierce Mortuary Colleges will provide all new members of the community with a copy of this document as a part of the Student Handbook. In addition, the Administration of each Pierce Mortuary College will explain the provisions of this document each school year during the orientation of the incoming class.

Procedures in Reporting Violations of Student Code of Conduct:

Any individual from inside or outside the College community may file a complaint against a student suspected of violating College Regulations. The complaint shall follow the procedures outlined in the Student Grievance Policy and Process. We encourage for complaints to be submitted as soon as possible after the event takes place.

College Jurisdiction

Students are subject to all local, state and federal laws. Conduct, whether on or off-campus which adversely affects the College's mission and purpose and/or potentially violates the Student Conduct Code will be subject to an action through the College Student Discipline Process and, if warranted, careful consideration will be given to College disciplinary action in addition to whatever action civil authorities might pursue. The College may institute proceedings against students whose conduct is prohibited by state, federal, or local laws and which occurs on or off campus, when such conduct is also a violation of the Student Conduct Code, or College policies and regulations.

Student Disciplinary Procedure

A list of disciplinary sanctions that may be imposed in cases of violation of the Student Code of Conduct follows:

Student Code of Conduct

1. **Informal Action.** Means educating students about the behavioral standards expected of them as members of the College community and holds them accountable for inappropriate conduct. The issuance of an oral or written warning, educational sanction and/or use of counseling procedures may result if it is alleged that a student has engaged in inappropriate behavior.
2. **Expulsion.** Mandatory separation from the College with no promise of future re-admission. A student who has been expelled is barred from enrolling at or visiting any of the campuses of Pierce Mortuary Colleges. The Dean will present recommendations for expulsion to the President. Only the President may authorize an expulsion. The Dean may authorize an expulsion only in the absence of the President.
3. **Suspension.** Mandatory separation from the College for a period of time as specified in the order of suspension. A student who has been suspended is barred from enrolling at or visiting any of the campuses of Pierce Mortuary Colleges during the suspension. The student may re-enroll at the College when the suspension order has elapsed. The Dean will present recommendations for suspension to the President. Only the President may authorize a suspension. The Dean may authorize a suspension only in the absence of the President.
4. **Temporary Suspension.** The Dean may temporarily suspend any student when: (1) the student is ordered by an administrator or faculty member to cease or desist any activity which disrupts the orderly operation of the College and (2) the student persists in activity which is disruptive after receiving the warning and order. The Dean will present recommendations for temporary suspension to the President. Only the President may authorize a suspension. The Dean may authorize a suspension only in the absence of the President.

Student Code of Conduct Standards

This Student Code of Conduct outlines the standards of behavior expected of every student within the College and relates to all actions disruptive to the educational process. Violation of the standard of conduct herein stated will be considered as a disciplinary matter and treated in accordance with procedures of due process and with respect of the right and welfare of all members of the college community. Standards of conduct for which students are subject to disciplinary action, such as suspension or expulsion from the College, include, but are not limited to, those described below:

1. **Academic Dishonesty** – A violation may include cheating, plagiarism, any other misrepresentation of work, or other forms of academic dishonesty. All assignments

Student Code of Conduct

submitted by a student must represent his/her own concepts, ideas, or must cite the original source. Students who are found to be in violation of this standard may receive severe sanctions including a failing grade in their respective course and, depending on the circumstances, possible expulsion from the College.

2. **Alcoholic Beverages** – The manufacture, distribution, sale, possession, use or consumption of alcohol is prohibited on the campus of the College and at any college-sponsored activity.
3. **Animals** – Animals are not permitted in or on the College property (including car) unless they are service dogs or animals that are part of an approved course.
4. **Arrest or Conviction of a Crime**– A felony offense conviction will lead to expulsion from the college.
5. **Arson** – No student shall commit or aid in the intentional commission of an act which results in fire being ignited that causes damage or is intended to cause damage, to the property of the college or to the property of any other person.
6. **Assault and/or Battery** – No student shall threaten or inflict bodily harm or discomfort on another. Fighting with another student (all parties involved – ZERO TOLERANCE), assault and/or battery upon a faculty member or employee of the college or terroristic threatening of any member of the student body, administration, or faculty will lead to immediate expulsion from the college.
7. **Breach of Peace** – Conduct or expression on college property which disrupts the orderly functioning of the college or the delivery/reception of instruction which is lewd, indecent conduct or obscene, or procuring another person to breach the peace is prohibited. Use of cellular telephones (beeping, vibrating, etc.) is prohibited in the classroom, labs, and library. All devices are prohibited during classes, labs, and examinations.
8. **Children on Campus** – Because of potential disruptiveness to the learning environment, children are not permitted to visit a class in session or a lab. Children will not be permitted to remain in the common areas of College building without adult supervision. No individual, adult or children are allowed to sit in a class for which they are not a registered student. Supervised children who are taking part in an organized schedule activity/event are welcomed.
9. **College-sponsored Activities and Events** – Use of College facilities must have prior approval by the president of the College.

Student Code of Conduct

10. **Contracting or Representation in the Name of the College** – Students are prohibited from contracting in the name of the College and may not claim to be official representatives of the College. Students will not endorse a product in a manner which implies an official endorsement, logo, or brand by the College.
11. **Damage or Destruction of Property** – No student shall take, possess, deface, or damage any property belonging to the College or any property not her/his own. Accidental damage, vandalism or malicious damage to property belonging to the College or others may require restitution from the person responsible for such damage and/or disciplinary action.
12. **Defamation, Threats, and Extortion** – Verbal or written communication that is considered threatening or defamatory that could lead to extortion, exposes an individual or group to hatred, or ridicule and thereby injures the person, property, or reputation of another is prohibited.
13. **Distribution or Sale of Literature or Goods** – Distribution or sale of literature or goods on the campus must be approved by the president of the College.
14. **Dress and Appearance** – Students are expected to maintain standards of personal appearance. See Dress Code.
15. **Failure to Pay Financial Obligations** – The College may initiate disciplinary proceedings against a student who has allegedly refused to pay or failed to pay a debt he/she owes to the College. If a student fails to pay the College an amount due, disciplinary action may be initiated. College transcripts will not be issued to any student who has not satisfied all financial obligations to the College.
16. **Falsification of Records** – Falsification of College records, including, but not limited to, admission, enrollment, disciplinary and health records, by forgery or other means of deception, is prohibited.
17. **Firearms, Weapons, Fireworks, Explosives, Ammunition, and Other Weapons** – While on college grounds or facilities or at college-sponsored activities and events, students, staff, faculty, administration, employees, and invitees, are prohibited from introducing, exhibiting, possessing, using, storing, buying or selling weapons, firearms, destructive devices, or explosives. Use or possession of firearms, ammunition, or other weapons, are prohibited in the College facility, on the property of the College, or at any College event. These include, but not limited to; guns, BB guns, bows, arrows, knives, brass knuckles, or other devices used as a weapon or ammunition on or off college property. This may lead to immediate expulsion.

Student Code of Conduct

18. **Food and Drinks** – are permitted in the student center.
19. **Funeral Service Profession** – Any conduct which, in the opinion of the college, is unbecoming a student of the Funeral Service profession may lead to immediate expulsion. This includes any type of harassment or discrimination.
20. **Gambling** – Gambling is prohibited on the campus.
21. **Harassing, Bullying, Intimidation or Stalking** – Harassing, bullying, intimidation, or stalking made either in person or through any electronic communication is prohibited on or off the campus.
22. **Hate Crime** – Any conduct which a member of the College intentionally selects a person against whom the offense is committed or intended to be committed in whole or in substantial part because of a belief or perception regarding race, color, national origin, ancestry, gender, religion, religious practice, age, disability or sexual orientation of a person, regardless of whether the belief or perception is correct is prohibited on or off campus.
23. **Hazing** – Hazing in any form on campus or at any College sponsored activity is prohibited.
24. **Identification of Students** – Students are required to present proper identification when requested by College officials. Any misrepresentation, alteration or misuse of identification is prohibited.
25. **Infliction, Threat, or Inciting Bodily Harm**– Infliction, threat or inciting bodily harm while on or off college property is highly prohibited. Infliction of bodily harm upon any person or any act that contributes to the risk of bodily harm to a person, and which includes but is not limited to physical or sexual assaults or threats thereof may lead to immediate expulsion.
26. **Illegal Drugs and Controlled Substances** – The College cannot protect students from state and federal drug abuse laws and will cooperate fully with law enforcement agencies. Students are prohibited to possess, sell, purchase, deliver, use, manufacture, distribute or be under the influence of illegal drugs, alcohol or other controlled substances while present on campus or in attendance at any college-sponsored event on or off campus. A student who is convicted for a drug-related offense that occurred on campus or while in attendance at a college event will be sanctioned up to and including suspension or expulsion.
27. **Intellectual Property Rights** – The College promotes an academic environment that encourages and rewards the creative efforts and innovative spirit of its students.

Student Code of Conduct

The College, therefore, does not claim ownership rights to the intellectual property created by students in the scope of their attendance except where the student has utilized substantial resources of the College in the development of the work that goes beyond resources commonly provided to students for production of publications or class projects. Work created by a student employee during the course and scope of employment is an institutional work, and intellectual property rights to such creation belong to the College.

28. **Misuse of Emergency Equipment** – Fire escapes, designated doors, fire hoses, extinguishers and alarm equipment are to be used only in emergencies. Tampering with or misuse of these emergency devices, as well as blocking fire exits or impeding traffic in any way, is prohibited.
29. **Nuisance With Noise** – Creating a nuisance with noise through talking, yelling, singing, playing a musical instrument, stereo, phone, or through other means in a way that is sufficiently loud enough to disturb other members of the college community is prohibited.
30. **Obeying Reasonable Orders of College Officials** – Students are required to comply with reasonable requests or orders by College officials. This requirement includes reasonable requests for students to meet appointments in administrative offices and at disciplinary investigations and hearings.
31. **Outside Speakers** – Speakers may be invited to address a campus audience by a recognized student organization and the Student Government Association. These invitations must be approved by the president of the College.
32. **Public Laws** – Any act by a student which constitutes a charge of a violation of public law, occurring either on or off campus, may establish cause of legal and/or disciplinary action by the College.
33. **Profanity and Obscene Language** – Persistent use of obscene or profane language may lead to disciplinary action.
34. **Providing False Information** – No student shall knowingly give false, misleading, or perjured information in any College investigation or proceeding. No student shall knowingly give false information to a college official or show reckless disregard for truth.
35. **Recognition of Student Groups** – In order to be classified as a student organization, established, recognized procedures must be met and approved by the president of the College.

Student Code of Conduct

36. **Search and Seizure** – College officials reserve the right to search lockers or other personal property for suspicious cause. If necessary, local law enforcement may be contacted for follow up.
37. **Sexual Harassment, Discrimination, or Assault** – Sexual Harassment, discrimination, or assault are considered to be a serious offense. Any act that contributes to the sexual harassment, discrimination, or assault of another person on or off campus is prohibited. This includes intimate partner or domestic/dating violence or harassment. This may lead to immediate expulsion.
38. **Smoking** – Smoking is prohibited in all enclosed facilities of the College. Smoking is ONLY allowed in designated/posted areas on any campus.
39. **Terroristic Threats** – Terroristic threats are considered to be serious offense. Any involvement in any act or statement that provides a terroristic threat made in person, on paper, by phone or through other electronic means that contributes to or suggests endangerment toward a person(s) and/or to the physical property of others, including but not limited to that of the College may lead to immediate expulsion.
40. **Theft, Unauthorized Possession and/or Sale of Property** – Students involved in theft, unauthorized possession and/or sale of property not belonging to them are subject to college disciplinary action as well as to arrest and prosecution by legal authorities. Students are required to make full restitution. Students in possession of property owned or controlled by the college (i.e., the bookstore, library, other) or by another person, without authorization or payment for such property, will be subject to college disciplinary action. It is recommended that students mark or label their belongings in order to assist with their return if they are lost.
41. **Threat to any College Guest** – The active threat of violence against any member or guest of the College is strictly forbidden.
42. **Unauthorized Use of College Facilities** – The unauthorized use of, or entry into, any college facility (i.e., classrooms, lab, office areas, or other), is prohibited.
43. **Use of College Email or Mail Services** – Use of College email or mail services is limited to official business of the college or College-sponsored or approved College-related organizations.
44. **Use of Vehicles** – Motorized vehicles are prohibited in areas other than designated parking areas.

Student Code of Conduct

45. **Violations of Law** – Federal and state law, respective county and city ordinances, and all college rules and regulations will be strictly enforced.

Student Grievance and Appeal Policy and Process

Student Grievance and Appeal Policy and Process

Step 1: Informal Resolution

Before filing a formal written grievance, the grievant must make a good faith effort to confer with the party against whom he or she has a grievance in an effort to resolve the matter informally.

The President/Dean of the college shall confer with the parties and make every reasonable effort to resolve the grievance informally as quickly as possible. Discussions regarding informal resolution are expected to be treated with confidentiality and may not be disclosed or referenced during any subsequent formal proceedings on the grievance. The grievant should normally initiate this informal process within fifteen (15) days of the most recent incident or action leading to the grievance. This meeting should represent an effort to achieve, by informal means, what the grievant regards as a fair and reasonable resolution to the complaint.

The President/Dean may recommend that the grievant drop the grievance because it lacks merit or for other just cause. Such a recommendation, however, shall not be binding on the grievant.

When possible, the College prefers to resolve conflicts informally through discussion or mediation.

Step 2: Mediation

Any student, who has not reached an informal resolution and prefers to avoid escalating the complaint to the status of a formal grievance, may request a mediation session with the President/Dean of the College. Mediation is an informal and confidential process through which the grievant and the accused can participate in search for a fair and workable solution. Mediation requires the consent of both parties and suspends the grievance procedure for up to 30 days from the first day of the most recent incident, and can be extended at the discretion of the President/Dean upon the consent of both parties. Complaints that are addressed through mediation need not be made in writing. A written document, which will remain confidential to both parties, may be produced to memorialize the agreement.

Student Grievance and Appeal Policy and Process

Any student, who chooses not to go through the mediation process after trying to resolve the grievance through the informal resolution stage, will need to file a final grievance within fifteen (15) days of the abandonment of an attempt at an informal resolution.

Step 3: Filing a Formal Grievance

If an informal resolution or mediation does not occur and the student wishes to make a formal grievance, the student should file a final grievance within fifteen (15) days of the abandonment of attempts at informal resolution or mediation. The student should state in writing that he or she has rejected any offer made during the informal process of resolution (if such was made) and that he or she intends to file a formal grievance. To file a formal grievance, the student must submit a written, signed statement (the "grievance") to the President/Dean of the college within thirty (30) days of the date that the grievant knew, or should have known, of the alleged violation. The grievance must contain the following information:

Submit a written statement to the President/Dean documenting and describing the source of the complaint, its consequences, and the informal efforts at resolution made to date. This statement must also include a description of the remedy sought.

Pierce Mortuary Colleges Formal Grievance

Students have thirty (30) calendar days to file a grievance from the date of the incident that they are grieving, unless the grievance process was extended by the President. The process involves a review and written response from the college's administrator. Review proceeding may involve one or more meetings, depending on how long it takes to collect, present and evaluate the evidence needed to review the grievance. The grievant attends the review/s and, if he or she wishes, may select a faculty member or student to attend the meeting and serve as his or her advocate. The advocate may not pose questions or intervene in the proceedings, but may talk quietly or pass notes to the grievant in a non-disruptive manner. The merits of the grievance are evaluated within the context of College policies, a consensus is reached by a majority vote and, when appropriate, a remedy is recommended. The President then makes the final decision on the issue.

Student Grievance and Appeal Policy and Process

Formal Appeals

If the grievant is not satisfied with this decision, he or she may appeal in writing to the Chief Operating Officer (Chief Operating Officer, Pierce Mortuary Colleges, Inc., 2913 Gardner Road, Broadview, IL. 60155). This appeal must be submitted within thirty (30) days of the decision of the President. Additional appeal materials or presentation from the grievant or administration may be necessary to be made to the Chief Operating Officer of Pierce Mortuary Colleges.

Additional Grievance Policies Available

After exhausting the institution's grievance/complaint process, current, former, and prospective students of Dallas Institute may initiate a complaint with the Texas Workforce Commission or the Texas Higher Education Coordinating Board by following the guidelines of each organization

Texas Workforce Commission

The Dallas Institute of Funeral Service has a Certificate of Approval from the Texas Workforce Commission (TWC).

The TWC-assigned school number is: S 0307.

The school's programs are approved by TWC, as well as Texas Higher Education Coordinating Board (THECB), Texas Funeral Service Commission (TFSC) and are accredited by the American Board of Funeral Service Education (ABFSE).

Students must address their concerns about this school or any of its educational programs by following the grievance process outlined in the school's catalog and Student Handbook.

Students dissatisfied with this school's response to their complaint or who are not able to file a complaint with the school, can file a formal complaint with TWC, as well as with other relevant agencies or accreditors, if applicable.

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at <http://www.twc.state.tx.us/partners/career-schools-colleges-resources>

Student Grievance and Appeal Policy and Process

Texas Higher Education Coordinating Board

Overview: The Texas Higher Education Coordinating Board (THECB) adopted rules codified under Title 19 of the Texas Administrative Code, Sections 1.110 – 1.120, on October 25, 2012. The rules create a student complaint procedure to comply with the U.S. Department of Education’s “Program Integrity” regulations, which require each state to have a student complaint procedure in order for public and private higher education institutions to be eligible for federal Title IV funds. In December 2011, the Office of Attorney General of Texas issued an opinion stating that THECB has authority under Texas Education Code Section 61.031 to promulgate procedures for handling student complaints concerning higher education institutions.

How to submit a Student Complaint: After exhausting the institution's grievance/complaint process, current, former, and prospective students may initiate a complaint with THECB by sending the required forms either by electronic mail to **StudentComplaints@theccb.state.tx.us** or by mail to the Texas Higher Education Coordinating Board, Office of General Counsel, P.O. Box 12788, Austin, Texas 78711-2788. Facsimile transmissions of the forms are not accepted.

All submitted complaints must include a student complaint form, a signed Family Educational Rights and Privacy Act (FERPA) Consent and Release form, and a THECB Consent and Agreement Form. Submitted complaints regarding students with disabilities shall also include a signed Authorization to Disclose Medical Record Information form. Links to the forms are set forth below:

The following forms are required to start the complaint process:

<http://www.theccb.state.tx.us/index.cfm?objectid=C9BD55D4-C5A3-4BC6-9A0DF17F467F4AE9>

- THECB Student Complaint Form
- FERPA Consent and Release Form
- THECB Consent and Agreement Form
- Authorization to Disclose Medical Record Information – Required only if a disability is alleged.

Student Grievance and Appeal Policy and Process

The Agency does not handle, investigate, or attempt to resolve complaints concerning actions that occurred more than two years prior to filing a student complaint form with the Agency, unless the cause of the delay in filing the student complaint form with the Agency was the complainant's exhaustion of the institution's grievance procedures.

Former students shall file a student complaint form with the Agency no later than one year after the student's last date of attendance at the institution, or within 6 months of discovering the grounds for complaint, unless the cause of the delay in filing the student complaint form with the Agency was the complainant's exhaustion of the institution's grievance procedures.

Process:

The first step in addressing a complaint is to follow your institution's complaint procedures. If your institution is unable to resolve the matter after you have exhausted their complaint and appeal processes, you may file a complaint with this Agency. Once the Agency receives a student complaint form, the Agency may refer the complaint to other agencies or entities as follows:

THECB will refer complaints alleging that an institution has violated state consumer protection laws to the Consumer Protection Division of the Office of the Attorney General of Texas for investigation and resolution, and will refer complaints pertaining to a component institution in a university system to the appropriate university system for investigation and resolution. E.g., complaints pertaining to an institution in the University of Texas System, Texas A&M University System, University of Houston System, University of North Texas System, Texas Tech University System, or Texas State University System shall be referred to the appropriate university system for investigation and resolution.

Further, if THECB determines that a complaint is appropriate for investigation and resolution, by the institution's accrediting agency or an educational association such as ICUT (Independent Colleges & Universities of Texas, Inc.); the Agency may refer the complaint to the accrediting agency or educational association. THECB has the right to adopt any decision made by the accrediting agency or educational association, and may terminate the referral of the complaint to those entities at any time and proceed to investigate and adjudicate the complaint.

Student Grievance and Appeal Policy and Process

If a student complaint concerns compliance with the statutes and regulations that THECB administers and the complaint has not been referred to another entity, THECB Office of General Counsel (OGC) staff, often with the assistance of other THECB staff, will initiate an investigation. Prior to initiating an investigation, however, the student must exhaust all grievance/complaint and appeal procedures that the institution has established to address student complaints and provide documentation to OGC of such exhaustion.

As part of its investigation, THECB will request a response from the institution, and may also contact other persons or entities named in the student's complaint or in the institution's response, in order to ascertain all relevant facts. During its investigation, THECB will, in appropriate cases, attempt to facilitate an informal resolution to the complaint that is mutually satisfactory to the student and institution. In cases in which an informal resolution between the student and the institution is not feasible, THECB will evaluate the results of the investigation of the student complaint and recommend a course of action to the Commissioner. After receiving staff's recommendation, the Commissioner will consider the recommendation regarding the complaint and render a written determination either dismissing the complaint or requiring the institution to take specific actions to remedy the complaint. The Commissioner may also request the Board to review and decide issues that regard institutional integrity.

Student Clubs & Organization

Student Council

After a class has had a chance to meet and get to know its members, an election will be held to elect Student Council representatives. Representatives will be elected to the following offices: President, Vice President, Secretary, Treasurer, Chaplain, and Sergeant-At-Arms. An elected representative may be removed “for cause” by a committee composed of six (6) members and a chairman; comprised of three (3) faculty and three (3) students from the elected group and the Dean as Chairman.

Pi Sigma Eta Fraternity

Pi Sigma Eta is an honor fraternity in mortuary science founded in 1927 and nationalized in 1930. The objective is to promote fellowship and individual and collective efforts toward a better understanding of the funeral service profession. Mindful of the unique relationship the funeral service professional assumes when dealing with fellow human beings, members strive for the wisdom and compassion to serve others as we would desire to be served and acknowledgement that restorative art or embalming are not considered finished arts with nothing more to learn. Admission is based on academic standing and receipt of an invitation. Grades are evaluated two (2) times a year and bids are then issued to prospective members. There is a short informal initiation period followed by a formal initiation prior to entrance into the fraternity under the direction of the faculty advisor.

Lions Club International

Dallas Institute of Funeral Service proudly maintains a membership in Lions Club International. Lions Club is an organization that empowers volunteers to serve their communities, meet humanitarian needs, encourage peace and promote international understanding.

Women in Black

Women in Black is an organization that provides an opportunity for women in the funeral service industry to network, share experiences and promote excellence among women in the funeral profession.

Blood Donation Project

Several times each year the students have the opportunity to participate in the donation of blood through a local blood donation agency to be used in the community. The blood is also available, should the need arise, to all students, staff, and their immediate families while attending the Pierce Mortuary College. Please advise the school if the need for blood arises so that proper release of these units of blood can be executed.