THIS IS CORRESPONDENCE AND OTHER DOCUMENTATION IN SUPPORT OF RELEVANT DISCUSSION DURING BOARD MEETING OF 11/3/2022

TOPICS FOR BOARD DISCUSSION AS REFERENCED DURING 8/4/2022 FCCS BOARD MEETING

CHERYL LANKFORD

LANKFORD FUNERAL HOME

(JULY 27, 2020 EMAIL)

From: cheryl@lankfordfuneralhome.com
To: Schwantes, Mary
Subject: [EXT] Concerns for future needs
Date: Wednesday, July 27, 2022 3:40:07 PM
Attachments: image001.png

External Email

Good Morning Mary and Ellen,
I want to take a moment of your time to point out what I feel is a very big concern that we are all facing in Florida with the hopes of getting this in front of our board for the answers.
I have spoken with Juhan Mixon and Heather Bernier at IFDF in great length about this ongoing crisis of needing more funeral directors and I feel it is time this issue comes before the board on a few items.

(Problem)
As you are aware, our industry is struggling to find qualified funeral directors and in some cases embalmers in Florida.
The amount of baby boomers *retiring or trying to retire* is happening at an alarming rate and this is leaving us shorthanded.

(1)An issue is for a firm to remain a teaching firm for internship you must be able to embalm 40 cases a year. If you are in a high rated area for cremation it reduces our chances of remaining a teaching firm.
(2)In statute 497.373 #2 someone holding the bachelors or higher degree can get into a mortuary school, take the necessary subjects listed and will have access to being limited licensed funeral director.
What we are experiencing is the courses needed are only taught at certain times of the semester and the classes fill up quickly.

(Solution)
(1a)Our number of non-embalming's in the higher cremation areas are keeping some from being certified as a teaching facility.
Can this number be reduced to reflect a need per area or region of the state?

(2a)The new legislation allowing us to use our staff for gathering information from loved ones at the time of passing has given us a great amount of relief. The daily hands on training we give to our staff is in many cases beyond the schooling except for having them read and take a Mortuary Law class. With most of the training online now would it be beneficial to have video taped classes that someone logs in and watches and then takes a written test.

Point of concern for me is the way we do business today has changed, and I feel 497 is not keeping up with todays changes and challenges in our industry.

Thank you for your time and it is with hopes you will consider placing this before the board. It is all

small steps to get us on the new and up to date path.

Respectfully,
Cheryl Lankford

Cheryl Lankford
Lankford Funeral Home
220 East New York Ave.
DeLand, FL 32724
386-734-2244
www.lankfordfuneralhome.com
Celebrating Lives Well Lived Since 1950

External Email: Please do not click on links or attachments unless you know the content is safe.

RELEVANT PORTIONS OF EXECUTIVE DIRECTOR'S REPORT AND PUBLIC COMMENTS FROM AUGUST 4, 2022 FCCS BOARD MEETING

Mr. Brandenburg – I do not recuse myself.

Chair Peeples – Ok. Thank you, sir. For the record, thank you.

N. Executive Director's Report

(1) Operational Report (Verbal)

Ms. Simon – At this point, I will turn the meeting over to Executive Director, Mary Schwantes.

Ms. Schwantes – Madam Chair, may I?

Chair Peeples – Yes, ma'am.

Ms. Schwantes – Thank you. Good morning, everybody. So, last month I reported that the Division's new website would be published within a few weeks. We now have a firmer date on that publication. I believe it will go live around August 10th. Again, we hope the revised website will be easier to navigate, a lot easier to navigate, and provide better information to its viewers. And, we do welcome feedback, so please let us know what you think.

Summer is always the busiest time of year for the Division, primarily as a result of fiscal year deadlines. So, as you all know, we have to complete inspections of all of the non-cemetery establishments by the end of June 30th, which is the end of the fiscal year. Cemeteries, just as a reminder, are done on a calendar-year basis. The other thing about summertime is that as soon as the fiscal year end June 30th, we start filing reports. There are a number that are required both for budget purposes and for accountability, basically. However, it also gives us the opportunity to really celebrate the Division's accomplishments and accomplishments of our staff. In FY21/22, despite ongoing staffing shortages and other challenges, Division field staff completed in excess of 1600 inspections, 76 examinations and 330 investigations. That is primarily the work of sixteen (16) field positions and of those sixteen (16) field positions, we've had an average of three (3) to four (4) vacancies for the past two (2) years. So, I'm very proud of them. Our licensing team processed over 3600 new and renewal applications, and that is also in addition to staffing shortages and retraining, as we've been able to promote from within, and also from outside. So, again, very proud of our Division team and glad to be able to share these accomplishments with everybody.

I'm going to skip ahead a little bit to the Item N. (2).

(2) Correspondence to Board (Informational)

Ms. Schwantes – Included in your Board packet is a July 27th email that was received from Cheryl Lankford of Lankford Funeral Home in Deland FL. The email is included for informational purposes only, at this time, as it was intended for Board member's review. Although the subject matters mentioned in the email are not open for discussion at this time, if the Board would like for any of the issues raised to be include in a future Board meeting and appropriately noticed, please let us know and we'll make sure that happens. So, I would just ask for input from the Board. Is there anything on the email or similar subjects that you all would like to see raised in a future Board meeting, and again we would have to notice that for discussion, at that time.

Ms. Clay – May I, Madam Chair?

Chair Peeples – Yes, Ms. Clay.

Ms. Clay – I was somewhat disturbed, and I'll tell you why. It was indicated that this rule should be changed, this process that's been in place, with the number of hours, should be changed because there is a shortage. I don't think that that is a good reason to change things. There's a shortage of pilots right now, and I don't want them to change the qualifications for a pilot and I end up on that plane. So, I would just like to caution us, in terms of things like that, just for the future. Thank you.

Chair Peeples – Thank you, Ms. Clay. Mr. Jensen?

Mr. Jensen – If I may, just to address what Ms. Clay is referring to? The shortage of funeral directors is real. I get it. The forty (40) embalmings is what Ms. Lankford is referring to. It's hard for some funeral homes to achieve, especially in a high cremation area. Her suggestion, and maybe we do it different area wise, I think if we're going to change it that we should do it for the whole state, and I do think it's something to look. To be honest with you, I have a training facility and it was hard. I had to wait a couple years to get to that point where we could be a training facility. So, I don't know. I think it's worth looking at. I don't know if this changes the rules to be a funeral director or be a funeral establishment or anything. The difference between thirty (30) embalmings and forty (40) is not that big, in my book. So, maybe we need to look at changing that down some just to help so that there are more training facilities. I mean, there's a lot going on in the state to help get more funeral directors in our state. I had a meeting last week with a junior college president in our area to do just that, to create a program, because there's only three (3) in the state. So, there's a lot to be done and I think anything we can do to help. I do agree with Ms. Clay. I do not want qualifications of the individuals that are doing the funeral service to be changed, but I don't necessarily mind adding more. There's a lot of talented embalmers out there that are not doing that many cases.

Ms. Schwantes – Madam Chair, may I?

Chair Peeples – Yes, Ms. Schwantes.

Ms. Schwantes – Thank you. Again, I appreciate both of your comments. I do want to limit this to do we need to have this on a future agenda for discussion. So, if we can narrow the comments to that, that really is where we are.

Ms. Clay – That was the reason for my comment.

Ms. Schwantes – I understand, Ms. Clay. Thank you.

Chair Peeples – Mr. Jones?

Mr. Jones – Ms. Schwantes, I would say yes. It would probably be worth the discussion for a future meeting. I don't know if you need a motion.

Chair Peeples – Rabbi Lyons?

Rabbi Lyons – {Inaudible} what's the role of the funeral director and what's the role of staff at the funeral home? Yes, it was a discussion because it was a point well made that {inaudible} on the job training, if you have it, may {inaudible} families or not {inaudible} professional way.

Chair Peeples – Thank you. Any further discussion? No, sir. We'll take some comments when we get to Public Comments. Thank you, sir. Ms. Schwantes, would you like to continue?

Ms. Schwantes – Thank you, Madam Chair. I think given just the few comments that were made that this is something that we will add to a future agenda for discussion purposes, so we'll work on that. Our next Board meeting will be held by videoconference on Thursday, September 1st, at 10:00 AM. Details regarding all Board meetings are always posted on our website, so I always encourage people to go back and look there. That ends the Executive Director's Report, for my portion.

Chair Peeples – Thank you, Ms. Schwantes. Excuse me, one moment. Ms. Wiener?

M. Collective Application(s)

(1) Recommended for Approval <u>with</u> Conditions

(a) Allen Funeral Directors LLC d/b/a A Green Cremations (Big Pine Key)

1. New Establishment

- ***Funeral Establishment***
- ***Preneed Branch***

Ms. Wiener – So, I think everyone interpreted the seventy-five (75) miles in this application to be from where the human remains were being refrigerated, which is seventy-five (75) miles between the refrigeration of the cremation. Mr. Allen, the

MOTION: Ms. Clay moved to approve the Annual Regulatory Plan. Mr. Clark seconded the motion, which passed unanimously.

Board of Funeral, Cemetery, and Consumer Services
2022-2023 Annual Regulatory Plan

Section 1

Laws Enacted or Amended within the previous 12 months which create or modify the duties or authority of the Board.

Law	Mandatory rulemaking? Yes/No	Is rulemaking necessary? Yes/No	Notice of Development Published? Yes/No| If Yes, Citation	Expected publication date for NPRM	If rulemaking is not necessary? Explain
Sections 497.369 and 497.373, F.S. (Rules 69K-25.001 and 25.002, F.A.C.)	x	x	No	October 2022	

Section 2

Laws not listed above that the agency expects to implement by rulemaking by the following July 1.

Law	Is rulemaking intended to:	Simplify	Clarify	Increase efficiency	Improve coordination with other agencies	Reduce regulatory costs	Delete obsolete, unnecessary or redundant rules
Section 497.268, F.S. (Rule 69K-5.007, F.A.C.)			x				

Section 3:

Updates to 2021-22 Annual Regulatory Plan.

(120.74(1)(c), Florida Statutes)

There are no updates to the prior year's regulatory plan.

Section 4: Certification.

Pursuant to Section 120.74(1)(d), Florida Statutes, I hereby certify that I have reviewed this Annual Regulatory Plan and that the Board regularly reviews all of its rules to determine if the rules remain consistent with the Board's rulemaking authority and the laws being implemented, with the most recent comprehensive review having been completed July 1, 2022.

August ///, 2022
Date

Board of Funeral, Cemetery, and Consumer Services

/s/
Rachelle Munson, Senior Assistant Attorney General
Office of Attorney General
Board Counsel, Board of Funeral, Cemetery, and Consumer Services

August ///, 2022

Date

Ms. Munson – Thank you, Madam Chair.

Ms. Peeples – You're welcome.

Q. Public Comments (Verbal)

Ms. Simon – Is there any public comment for today's meeting?

Madam Chair – Mr. Beckham?

Ms. Simon – Please raise your right hand to be sworn in. Do you swear to tell the truth, the whole truth, and nothing but the truth, so help you God?

Mr. Howard Beckham – I swear to God.

Ms. Simon – Please state your name and spell your last name for the record.

Mr. Beckham – Howard R. Beckham, B E C K H A M.

Madam Chair – Thank you, Mr. Beckham.

Mr. Beckham – Thank you. I know many of you {inaudible}. Thank you very much for what you do. I appreciate that very much. I'm speaking today on a couple of points. One was about the number of embalmings for a training facility. Actually, I think I wrote an email some time ago to Mary about this. Smaller funeral homes have great challenges doing those embalmings, with the cremation rate in Florida well over 50%, almost the entire state. Not the entire state. Ken can probably give you the exact number. I {inaudible} in St. Augustine, cremation rate was over 78% by our funeral home there. If you're doing a 150, 200 case funeral home, you're going to have a hard time doing forty (40) embalmings. The number I suggest is twenty (20) embalmings, because in the world, smaller funeral homes just don't do enough embalmings to qualify as training facilities. What this has an effect on is for some graduates in mortuary school not being able to find a place to do an internship in the State of Florida. So, they have a choice. Go to another state that has that opportunity where they can do that, or go into another field, which they've just spent two (2) years of education obtaining a {inaudible}. It's something to be considered. We talk about a shortage of funeral directors all the time. If we don't prepare an avenue and give them a way to serve somewhere in these qualifications, then what are we doing? Are we telling them we don't want them, or are we telling them there is a way? That's what I'm inviting the Rules Committee to consider, and the members of this Board to consider as well.

The second thing I'd like to bring up is the National Boards. If any of you remember ICCFA, the magazine {inaudible} an article in there with Mr. {inaudible}. Mr. {inaudible} was a retired US Army colonel on the Quarter Master Hall of Fame with the United States Army. He is the president of the Cincinnati Mortuary School. Also, he was directed by the United States Army to Arlington National Cemetery to clean up the mess that we all know existed there. The article basically states that the National Board has gotten out of control. Pass grades in science right now for first-time test takers is under 58%, which is, if you get below 60%, you have to write letters to American Board of Funeral Service Education of why {inaudible}, what you're doing. I've talked with Kevin Davis and Joe Finocchiaro in Miami and St. Petersburg. They've been teaching there for years, Kevin thirty (30) years and Joe for over ten (10) years. They're teaching the same thing over and over again, and their pass rates continue to decline. What is the problem here? Is it possibly the students? Is it possibly the NBA? They're not teaching things differently. The students were successful before, and they're not successful now. The Conference currently runs the state funeral director's exam for this agency. They write that exam and they're going to be transferring over to doing the National Board's Arts exam, for the State of Florida. I'm not too worried about that. I have an 89% pass rate for that exam at my institution, but what I am concerned about is the sciences. I've read over the laws, and I'm not a lawyer, but I have read the statutes over and over again, and I read the rules, and I believe by rule that it's possible for this entity, the Rules Committee, to institute a change in how they're tested in the State of Florida. The three (3) schools here in Florida are more than willing to submit test questions, for their own examination that are sensitive to the need of Florida funeral homes. To create a Laws and Rules exam is not what I'm quite talking about. I'm talking about a funeral director and embalmer arts and sciences exam that can be administered here in the State of Florida and we have ideas on how to process that. I'd just like to lay this on the table, at this point, for the Division to consider it, for the Rules Committee to consider an alternative to the National Boards. I don't wish to replace the National Boards. Students wishing to take the National Boards, that will be fine. I'd like to have the consideration by this Division and the Rules Committee of this Division to have on the table that the three (3) mortuary schools in this state and the faculties thereof to create exams that are sensitive to the needs of the funeral directors and funeral homes of the State of Florida. To allow students to take that exam and be able to become Florida funeral directors to be licensed. Thank you.

Chair Peeples – Mr. Beckham, if you would, would you state your affiliation?

Mr. Beckham – I am currently program director at Florida St. College's Funeral Service Program and lead professor.

Chair Peeples – Thank you, sir. We appreciate your comments today. Thank you for addressing the Board.

Mr. Brandenburg – Madam Chair, I have a question.

Chair Peeples – Yes, sir?

Mr. Beckham – Yes, Mr. Brandenburg?

Mr. Brandenburg – If we have our own in-state testing and administered by that, when a licensee moves to another state, how are we assured that the other state is going to recognize a Florida-independent test?

Mr. Beckham – That's an excellent question. I appreciate that. Currently, you'll recall just recently we had a law in Florida where reciprocity was somewhat changed. If you have had experience and licensed as a funeral director in another state with good standing, you're able to come to Florida and without much trouble become a licensed funeral director in the State of Florida. That puts our students actually at something of a disadvantage for somebody moving into, let's say they've been for five (5) years a licensed funeral director in Kentucky. Their license is quite different. Or another state which has license that's quite different. For instance, North Carolina does not require the National Board. We license in their state. What we're looking at is giving the students the option. They can take the National Board if they wish. We'd like to have that still in place, if they wish to do so. Reciprocity will be up to the states which they're going to. That's the state law. I'm not going to go Amendment X of the Constitution of the United States of America. That's a state by state issue, and that's preserved under that Constitution. What we're looking at is allowing the students who graduate here in Florida some of the same advantages that some other states have. We have great students here. I do happen to know a lot of great students. It breaks my heart when I see a student who's gone through the program, take the National Board two (2), three (3), four (4) times at great expense. The National Board last year made over half a million dollars in income, for retakes alone. There are fewer members of the people of the National Board with the Conference of International Examining Boards who sit at this table up here, and they're in about a 4,000 sq. ft. building in Fayetteville, Arkansas. You've given the half a million dollars to a group like that. That's a lot of money every year. That's how much additional income they get from retakes, people who failed the exam and have to come back and take it again. And what's even more astonishing is people who retake the exam fail more often than first-time test takers. That's confusing to me. What I'm trying to do, or asking to do, is to allow our graduates the chance to do the job that they are going to school for. Now those of you who are funeral directors up sitting at this table, you know what we had to go through. We all went to the classes and we all passed the boards, and we all studied. Nowadays, we're in a different world. You look at the difference between the generations and what they're learning in school and how they're doing in school. We need to adapt to the millenniums, to the Ys and Zs. We're going to make some changes to make sure we can man our places. One person I spoke to said we have a freight train coming straight at us at full speed and we're stuck on the track. We are not preparing for what's going to come down the road. In the next twenty (20) years, we're going to have the end of the baby boomers and we're going to have a big population growth, we're not preparing for those next twenty (20) years, to staff our facilities. So, what I'm asking is for Florida to stop looking behind and start looking forward. Any questions? I'll be happy to answer them.

Chair Peeples – Thank you, Mr. Beckham. Mr. Brandenburg, does that complete your questions?

Mr. Beckham – Did that answer your question, Mr. Brandenburg?

Mr. Brandenburg – You answered as well as you can.

Mr. Beckham – And I tried to do that, Mr. Brandenburg.

Chair Peeples – Thank you, Mr. Beckham, for the information. We'll take it to the Division staff and then to Ms. Munson. We may have that as a future agenda item and may have you speak at that time.

Mr. Beckham – Thank you.

BEATRIZ CAINS, STUDENT,

FUNERAL SERVICES AND ARTS,

ST. PETERSBURG COLLEGE

(FEBRUARY 23, 2022 STATEMENT)

Statement

In February 2019, I applied to the Funeral Services program at St. Petersburg College. I had an overabundance of hopes and dreams that I would be able to complete my degree and obtain my license within the two-year time span that is advertised within the college. To my disappointment, here I am three years later and in a battle with whether obtaining my degree and license from this institution is even worth it. Throughout the multiple hurdles that have been placed before me in order to move forward, three specific issues stick out to me the most.

The one with the most priority to me is the issue that students that are graduating from this particular program are not passing the National Board Exam and are unable to obtain licensure. As promoted within the program, it is made for students to study from the material that is provided within the courses in order to prepare and pass the examinations. Clearly, that is not the case. Funeral homes throughout are experiencing a shortage of funeral directors, and the answer to their impending question is clearly there – the students from the Funeral Services program at SPC are not passing the board exam.

Secondly, in order for me to enroll in my courses, I have to fight (theoretically, not literally) with my classmates during midnight hours in front of a computer in order to click on the "enroll now" button that is located within our shopping cart(s). If I am not logged in to my account at approximately 11:50 P.M. and making sure that my internet connection is up to par in beating the load that the server at SPC is going to receive from the enrollment charge, my luck in enrolling into my courses is very slim. During the years of 2020-2021, I was unable to enroll in to <u>any</u> courses within the funeral services program due to this problem. I received the incorrect advertisement from the institution of when class enrollment would be open. The photos of my hindrance are shown below:

Cains - Summer 2021 - Beatriz Cains - Outlook - Google Chrome

about blank

Reply all Delete Report ...

Cains - Summer 2021

Greeting's all;

First and foremost, I would like to thank you for taking the time to read my e-mail. I am very thrilled to be part of the St. Petersburg College Titan community, especially with all the positive feedback that my colleagues have provided me with. It is because of that that I decided to pursue my dream of obtaining a Funeral Services degree to then pursue it as my career. As of Summer Term 2020, I have been attending SPC via online classes.

Unfortunately, since my acceptance into the Funeral Services program, I have gone through the same experience of requesting a waitlist of entrance for the program classes twice and am not looking forward to experiencing the third. For this upcoming Summer Term, I was not able to obtain any course(s) due to misleading information within the e-mailing system and notifications from SPC. On March 17, 2021, I received a reminder e-mail that the summer term was opening soon, where the important dates were listed to when classes would be open for registration, as well as class commencement dates. The first e-mail that I had received, and attached for you (view Screenshot 1.PNG), states that (for the Summer 2021 Term); classes can be viewed on 3/8/2021, registration for classes is on **10/19/2020**, and the summer semester begins on 5/17/2021. I disregarded the date for October 2020, given that I suspected a second e-mail to enter with the date changed.

As I had assumed, the second e-mail arrived with the 10/2020 date replaced with **March 24, 2021** (view Screenshot 2.PNG). I then stopped receiving e-mails regarding class registration and their respective dates until **Monday, March 22, 2021**. On this date, I received an e-mail with the subject line "Register now! Summer registration starts TODAY!" Wait a minute? Didn't I receive an e-mail on March 17, stating that the date for class registration would be on March 24? (view Screenshot 3.PNG)

My immediate reaction was to log-in to my SPC account and verify whether this e-mail was correct. To my dismay, it was, and all the classes within the Funeral program were full except for one – Funeral Ethics. Straightaway I registered for the class thinking "it's at least one". Unfortunately, I received another email on **Thursday, March 25**, with the subject line "SPC FAS: Reminder about summer classes outside your degree program." (view Screenshot 4.PNG) Wait, what? Why would a Funeral class be offered if it doesn't count towards the Funeral program? On that day I learned that I would evidently drop Funeral Ethics since it does not count towards the program requirements, and so going a second semester without course(s) due to classes being filled as a result from the misleading deadline date e-mails.

The purpose for my e-mail today is in search of your assistance concerning this matter. I have never struggled so much with something so simple; much less have I allowed myself to fall behind in my degree progress due to the lack of class registration. What I wish to achieve is the ability to be accommodated in at least one class for the summer term towards the Funeral program. This is my second semester upon my acceptance and attendance within this college where I have struggled to obtain classes due to misrepresenting e-mails for class registration and their dates.

Since my entrance into the Funeral Services program, I have requested waitlist multiple times to no avail – I requested waitlist upon entering my first semester at SPC in hopes that someone would drop. I do not wish to be placed in waitlist from this. I was advised during orientation last year that classes within the program filled up quickly once they were open. I was prepared to accept that since similar situations happened at my previous institutions. What I wasn't prepared for was the ambiguous e-mails containing important date information from the school system which has led me to fall behind, preventing me from moving forward, along with the failure of revision on said dates where they are not coinciding with the school calendar.

It is said that we learn from our mistakes, and from this I have gathered (which was not provided to me from anyone) that the Funeral Program is considered a "special program" - class registration dates are not equivalent to "all student's registration" dates. Even still, it is a failure upon the school's e-mailing system upon providing inaccurate dates within their reminders, and not clarifying for students' which dates are separated for which programs.

All the screenshots of the e-mails that I refer to of this incident, and their respective dates, have been attached as files for you to observe. If you are unable to assist me with this matter, and if it isn't too much to ask from you, please direct me to whom it is that I should contact to take this matter farther. If you have any requests from myself, please don't hesitate in contacting me. Any help provided is greatly appreciated.

Thank you, kindly.

Best regards

Summer registration starts next week!

PLAN AHEAD. REGISTER EARLY.
VIEW CLASSES FOR SUMMER

Hey BEATRIZ

It's never too early to plan for summer! Registration for Summer Term classes starts next week.

Find the classes you want and make a list of your "favorites." Then, send them directly to your email address so you're ready to register on 10/19/2020.

FIND SUMMER CLASSES

Key Summer Term Dates
3/8/2021: View Classes
10/19/2020: Register for Classes
5/17/2021: Summer Full-Term & 1st 8-week classes start

Summer registration starts next week!

SPC St. Petersburg College

PLAN AHEAD. REGISTER EARLY.
VIEW CLASSES FOR SUMMER

Hey BEATRIZ,

It's never too early to plan for summer! Registration for Summer Term classes starts next week.

Find the classes you want and make a list of your "favorites." Then, send them directly to your email address so you're ready to register on 3/24/2021.

FIND SUMMER CLASSES

Key Summer Term Dates
3/8/2021: View Classes
3/24/2021: Register for Classes
5/17/2021: Summer Full-Term & 1st 8-week classes start

Register now! Summer registration starts TODAY!

St. Petersburg College <noreply@spc.edu>
Mon 3/22/2021 10:28 AM
To: Beatriz Cano

SPC St. Petersburg College

Registration for Summer Term classes starts today! Register now to get the classes you need before they fill up.

ACCESS YOUR STUDENT PORTAL

Key Summer Term Dates
3/8/2021: View Classes
3/22/2021: Register for Classes
5/17/2021: Summer Full-Term & 1st 8-week classes start

SPC FAS: Reminder about summer classes outside your degree program

This message was sent with High Importance

ASA-Aid@spcollege.edu
Tue 3/23/2021 8:32 AM
To: Beatriz Cano

ST. PETERSBURG COLLEGE
Financial Assistance Services
http://www.spcollege.edu/financial-aid
727-791-2485

Dear Beatriz,

Thank you for registering for summer classes! We are excited to have you as an SPC student!

This is to notify you that for the summer term (0590) 2021, you are currently enrolled in classes that do not satisfy a requirement for your current academic degree program. Those classes will not be used to determine your Federal financial aid awards or Cost of Attendance. However, they can still be used to determine state, institutional and private funding.

If the total Federal Financial Aid for the courses in program and other forms of aid are not enough to cover the full cost of your classes, you will be responsible for any unpaid tuition and fees.

Financial Assistance Services wants you to maximize your financial aid eligibility. To do so, make sure to review your enrollment and seek the advice of an academic advisor to ensure that where possible, you are only taking courses within your current degree program.

Please note that for this purpose, students who are working towards an Associate's in Arts (AA) degree, regardless of the degree plan, are viewed as though they are in a General AA degree. This is also true for Program Based Academic Standing.

If you have any courses for which you will be requesting an alternative satisfaction, you must request approval from the academic dean of those classes prior to the beginning of the term.

Now more than ever, it is important to stay on track toward your degree. Your goal is graduation – get there by creating a plan of classes to complete your degree or other education goal. More information is available at Academic Resources.

Unfortunately, due to the institution's miscommunication, I was unable to obtain classes for a year, on told that my option was "waitlist" which, therefore, pushed me back on my expectations.

Lastly, the material course material provided within the courses in this program is questionable. As an example, for my Thanatology course, there was an end-of-term project that needed to be submitted. The project entailed the reading of *The Lovely Bones* by Alice Sebold. In summary, the book was about a girl who was raped and murdered and we were exposed to her perception from Heaven, looking down on her loved ones on Earth. The requirement for

the 5-page book report was to identify and elaborate on the different types of grief processes endured by her friends and family members. All of this work for **1 point** towards my grade.

I am frustrated in that the situations that I have experienced are not just with me. Multiple classmates have commented on discussion posts within our courses that they too have endured the frustration of not being able to enroll, being pushed back from their expected graduation date, and the lack of information available within the courses to prepare us for the board exams. Aside from my frustration, I am also deeply disappointed. I expected better, especially with the amount of money that this has cost all of us.

Sincerely,

Beatriz Cains

ANGELA AWBREY, APPRENTICE,
STEPHENSON-NELSON FUNERAL HOME
(OCTOBER 24, 2022 EMAIL)

From: Angela Awbrey <aawbre1@live.spcollege.edu>
Date: October 24, 2022 at 1:35:58 AM EDT
To: Mary Schorr <Schorr.Mary@spcollege.edu>, Kevin Davis <davis.kevin@spcollege.edu>
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Subject: Waitlist for Funeral Services

Hello,
I know this is not my story alone. I have been preparing to register for classes for the past month. I set up calendar notifications at that time. Earlier this week I made sure all of my classes were in my shopping cart. This morning I set a reminder alarm, double-checked that all of my classes were in proper order, and planned on staying up late. This has all been very stressful thanks to past experiences and what other students have said about their experience registering for classes.

Speaking on past experiences of how registration worked, I tried to remember that as long as I showed up on time, and had everything straight, I would be put into a queue, and I would be selected in the order of my place in line. That was an unsuccessful attempt to self sooth. This year, with no warning known to me that was changed. While participating, there was a reoccurring error message that I could not understand. From what I could gather, it meant that someone else was also trying to sign up for those classes at the same time and something needed to be verified. In that case, wouldn't it be fair to allow the students to sign up ahead of time and be on a waitlist, allowing staff to fairly decide who is qualified to go into each class, and once decided students could be informed? What was this all based on? Could the process and error message be explained prior to signing up for classes? How fair is it if students like me couldn't get into the queue for the 50 minutes that we spent after midnight participating in this?

I tried applying for four classes FSE: 1105, 1150, 1204, and 2060. I tried to apply for all four multiple times. Then I tried just for 1150. Then 1150 and 1105 together because I knew that I definitely qualified for those. I then went back to applying for all four as I watched the classes slowly fill, wondering what I was doing wrong.

This experience was very emotional and stressful. I am so passionate about getting into this field, and honestly, I already am. I am currently in my second year as an apprentice, and I am very proud of the mountains that I have overcome to get where I am. With a 3.9, two children, working part-time, and self-building a better future all at the same time, I will continue to

fight, but this struggle feels wrong. I have asked about this before at an orientation with Kevin Davis and was told it was about funding. I reached out via phone to talk to the campus in attempt to find someone to work with toward fulfilling that need and did not hear back from anyone. What is the real issue? Are there not enough professors teaching these subjects? Is there no motivation to change this process for students? Should the state requirements be so challenging if it is so impossible to complete the program? What is the average time that it really takes an SPC Student to get through these classes? As I stated in the beginning, I am well aware that there are MANY students in the exact same boat as me. It shouldn't be so mysterious. There should be hope. There should be fairness. We work hard toward our goals. This was happening
long before I even came into the picture and I feel that it is time for a positive change with students in mind.

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