



From the Desk of the Funeral Services Administration

Program Director – David R. Penepent, PhD

Welcome to the Funeral Services Administration program Online at the State University of New York at Canton. In response to the Covid-19 Pandemic, our department has reimaged the delivery of funeral service content, employing various modalities for optimal learning. Over the recent years, we've crafted a synchronous and asynchronous learning environment aimed at achieving four primary objectives: first, to provide access to current on-campus material to students facing geographical limitations; second, to establish an interactive online platform where students can engage with instructors and peers; third, to innovate course materials that facilitate the integration of theoretical concepts into real-life funeral experiences; and finally, to cultivate a diverse, equitable, and inclusive learning environment for all students, regardless of their chosen mode of learning in mastering the key components of funeral directing and embalming.

As you embark on this journey, it's important to recognize that funeral directing is not an isolated profession. It is a service-oriented business that offers vital support and guidance to the bereaved during their most challenging moments. While technology has enabled us to deliver course material online, it remains your responsibility to apply this knowledge in the practical operations of a funeral home. Therefore, upon entering this program, you are expected to seek out a funeral home where you can actively participate in its day-to-day activities, fostering a comprehensive understanding of funeral directing. This hands-on experience, combined with the [Program Learning Outcomes](#), will equip you with the necessary skills and knowledge to excel in the funeral profession.

There are numerous steps in your journey, and Professor Cain, along with the FSAD staff and myself, are committed to supporting you as you progress towards becoming a proficient funeral director. Your success is paramount to us, and our open-door policy serves as the cornerstone of our shared achievements. Should you encounter any challenges, rest assured that we are here to provide guidance, advice, and direction, and we will readily connect you with campus resources to enhance your learning experience. Despite the virtual nature of our interaction, we are just a phone call, text message, or TEAMS meeting away from addressing your educational concerns. Good luck and welcome to the most noble profession in society today.