

Student Death Protocol

I. Introduction

The death of a student is a serious and sensitive event. Responding to each instance will have different components depending upon the circumstances of the death, the extent of the ties that the student had with the campus, the time delay between the death and the information reaching the university, etc.

There are three general categories that should guide our response, regardless of the specific circumstances: verification, notification, and follow-up decisions. These three categories ensure that the university is using a protocol that meets both the needs of the university and the needs of the survivors.

II. Protocol

A. Verification of Report

1. Any report of a student death should be referred to the Office of Student Affairs. The report will be confirmed by that office.
2. The registrar's records of the deceased student will be reviewed, with particular attention to duplicate or similar names to that of the deceased.

B. Notifications

1. The vice president of student affairs, or designee, will contact the next of kin.
2. The vice president of student affairs will identify and contact the individuals (roommates, friends, etc.) who may be on-campus and need to be contacted.
3. The Office of Student Affairs will notify the following campus offices:
 - President
 - Vice President for Marketing and Communications
 - Vice President for Academic Affairs
 - Registrar
 - Department Chair
 - Faculty Adviser

- Faculty teaching deceased student's current courses
- Academic Achievement Center

- Administration and Finance
 - Student Accounts
 - Financial Aid
 - Student Employment

- Student Affairs
 - Residence Life and Housing (if the student was a resident)
 - Campus Ministry
 - Counseling Center

- Information Technology

C. Follow-up Actions

1. The Office of Student Affairs will:

- Serve as the coordinator of all information to and from the survivors;
- Offer counseling services for affected students, such as roommates, students attending the same class, etc.
- Publicize the funeral arrangements to the campus;
- If appropriate, coordinate arrangements for a memorial service;
- Send condolences from the president to the family

2. The Office of Marketing and Communications will:

- If appropriate, develop any announcement of the student's death for press release;
- Coordinate all contacts with the media.

3. The Office of Academic Affairs will:
 - Oversee the appropriate closure of the deceased student's academic record, to include "W" (withdrawn) for each class in which the student was enrolled;
 - Ensure that all pertinent university records identify the student as deceased.
4. The Office of Administration and Finance will:
 - Review the deceased student's financial record and financial aid status;
 - After a suitable delay, send a letter to the surviving family from the vice president of administration and finance expressing sympathy and describing how the deceased student's financial account will be closed (balance refunded, monies owed, etc.) The letter should be copied to the Office of Student Affairs.
5. The Office of Information Technology Systems will:
 - Create a ticket with the Vice President of Information Technology as the requestor to perform the following tasks:
 - Change the user's password
 - Disable the account
 - Notate the account in Active Directory (AD)
 - Move the account to a transitional Organizational Unit(OU)
 - Disable mailbox on Office 365
 - Un-share Webhost folder and archive
 - Disable Equitrac printing account
 - Delete Webhost folder after 12 months
 - Delete Equitrac account after 7 years

REVISED 11/15

STUDENT DEATH PROTOCOL CHECKLIST

THE REPORT OF A STUDENT'S DEATH HAS BEEN VERIFIED BY THE OFFICE OF STUDENT AFFAIRS. STUDENT AFFAIRS HAS NOTIFIED THE NEXT OF KIN.

STUDENT AFFAIRS HAS NOTIFIED THE FOLLOWING CAMPUS OFFICES:

- PRESIDENT
- VICE PRESIDENT FOR MARKETING AND COMMUNICATIONS
- VICE PRESIDENT FOR ACADEMIC AFFAIRS
 - REGISTRAR
 - DEPARTMENT CHAIR
 - FACULTY ADVISER
 - FACULTY TEACHING DECEASED STUDENT'S CURRENT COURSES
 - ACADEMIC ACHIEVEMENT CENTER
- ADMINISTRATION AND FINANCE
 - STUDENT ACCOUNTS
 - FINANCIAL AID
 - STUDENT EMPLOYMENT
- STUDENT AFFAIRS
 - RESIDENCE LIFE AND HOUSING (IF THE STUDENT WAS A RESIDENT)
 - CAMPUS MINISTRY
 - COUNSELING CENTER
- INFORMATION TECHNOLOGY

STUDENT AFFAIRS HAS FOLLOWED-UP IN THESE WAYS:

- ALL INFORMATION TO AND FROM THE SURVIVORS HAS BEEN COORDINATED;
- FUNERAL ARRANGEMENTS HAVE BEEN PUBLICIZED TO THE CAMPUS;
- ARRANGEMENTS HAVE BEEN MADE FOR A MEMORIAL SERVICE, IF APPROPRIATE;

- CONDOLENCES HAVE BEEN SENT FROM THE PRESIDENT TO THE FAMILY.

STUDENT DEATH CHECKLIST

UNIVERSITY MARKETING AND COMMUNICATIONS HAS FOLLOWED-UP IN THESE WAYS:

- AN ANNOUNCEMENT OF THE STUDENT'S DEATH HAS BEEN PREPARED FOR PRESS RELEASE, IF APPROPRIATE.
- ALL MEDIA CONTACTS HAVE BEEN COORDINATED.

ACADEMIC AFFAIRS HAS FOLLOWED-UP IN THESE WAYS:

- THE DECEASED STUDENT'S ACADEMIC RECORD HAS BEEN APPROPRIATELY CLOSED.
- ALL PERTINENT UNIVERSITY RECORDS IDENTIFY THE STUDENT AS DECEASED.

ADMINISTRATION AND FINANCE HAS FOLLOWED-UP IN THESE WAYS:

- THE DECEASED STUDENT'S FINANCIAL RECORD AND FINANCIAL AID STATUS HAS BEEN REVIEWED.
- A LETTER HAS BEEN SENT TO THE SURVIVING FAMILY FROM THE VICE PRESIDENT OF ADMINISTRATION AND FINANCE EXPRESSING SYMPATHY AND DESCRIBING HOW THE DECEASED STUDENT'S FINANCIAL ACCOUNT WILL BE CLOSED (BALANCE REFUNDED, MONIES OWED, ETC.)

STUDENT DEATH CHECKLIST