



**DSA Area Name: Vice President's office**

**Effective Date: July 18, 2011**

### **Procedure on Death of a Student**

**Intent:** In the event of the death, the University community must respond with compassion, thoroughness, and most importantly, with a measure of dignity toward the student and his/her family and friends. The purpose of this procedure is to establish certain responsibilities concerning the notifications that need to be made to the various campus administrative and service departments in the event of the death of a student and to coordinate such actions expeditiously and sensitively with regard to the feelings of the family, relatives, and friends of the deceased.

This document is intended to assist University personnel who gain first knowledge of such situations and those who by title or by delegation of responsibility become involved in the numerous and necessary University activities borne of such unfortunate events. Such a process shall also ease the administrative burden of other University offices and address the needs of the student and his/her family in a timely manner.

**Background:**

**Accountability:** Vice President for Student Affairs

**Applicability:** All current CI students

**Definition(s):**

**CI student:** a student currently enrolled at CI during the spring or fall semester, summer period, or one who has completed the immediately preceding term and is eligible for re-enrollment. This also includes non-matriculated (i.e. Open University, Extended Education, Osher, and prospective/intent to enroll students).

**On-Campus Student Death:** the death of a CI student shall be regarded as having occurred on campus if it occurs on University property, including any University owned, University operated or University maintained property; on the premises of an organization or group officially recognized by the University; or in connection with an official University function.

**Student Death Emergency Response (SDER) Team:** a campus administrative group responsible for ensuring that appropriate actions are initiated in their respective areas in regards to a student death (e.g. settles account and close academic and personnel records). The team will be led by the Vice President for Student Affairs who functions as the Student Death Emergency Response Coordinator (SDERC).

**SDER Coordinator:** the Vice President for Student Affairs as designated by the University President will lead the Student Death Emergency Response Team and is designated responsible for coordinating the notifications and other actions that may be necessary in response to a student death.

**Attachment(s):** Confirmation Notice for Death of a Student and Policy on Death of a Student

**Procedure:**

## **RESPONDING TO A STUDENT DEATH**

### **A. When a CI Student Death Occurs On Campus**

In the event of an On-Campus Student Death responded to by the University Police Department, the Police Department should attempt to notify the SDER Coordinator. If the SDER Coordinator is not available, notification shall be made in the following order:

1. Assistant Vice President for Student Affairs
2. AVPSA/Dean of Students
3. AVPSA - Enrollment Services
4. Associate Vice President for Student Affairs

In the event the death occurs while the student is undergoing medical care at the CI Student Health Center, the staff of the Student Health Center should immediately contact the University Police Department and the SDER Coordinator. Should the SDER Coordinator not be available, notification shall be made as outlined above.

### **B. When a CI Student Death Occurs Off-Campus**

In the event of the death of a CI student occurring off-campus, the SDER Coordinator should be notified as soon as campus staff receives information about the death. In cases where the death is recent or may be expected to have a significant adverse impact on the campus community, all matters concerning the death shall be referred to the SDERC (or designee) for coordination.

In all cases, when a member of the University community learns of a student's death, he/she should contact the University Police at (805) 437-8444. The University Police should immediately notify SDER Coordinator (Vice President for Student Affairs) via email or by telephone at (805) 437-8536 or (805) 437-8546.

### **C. When a CI Student Death Occurs Out of the Country**

In the event of the death of a CI student occurring outside of the United States, the Director of International Programs should be contacted. The International Office will follow appropriate current CSU and CI policy.

If possible, the following information should be provided by email or fax (805-437-8549) to the SDERC:

1. Name of deceased student
2. Student's ID number (if known)
3. Date and time of death
4. Circumstances surrounding the death
5. Source of notification of the student's death (friend, call from family, media, etc.)

6. Whether the deceased student was a resident on campus
7. Whether the death occurred in Student Housing
8. Copy of obituary or article related to death (if available)

#### **D. Notifications and Other Responses**

Upon receiving notification of a student death, the SDERC should ask the CI Police Chief to verify the information. It is the responsibility of the individuals listed to provide this information to appropriate staff in their respective areas. The SDERC will notify the following individuals:

- Advancement Database Specialist
- Associate Director of Records and Registration
- Associate Provost
- AVP for Human Resources Programs
- AVPSA - Enrollment Services
- AVPSA/Dean of Students
- AVPSA/Director of Admissions and Records
- Chief of Police
- Chief of Staff
- Director of Alumni Relations
- Director of Communication and Marketing
- Director of Financial Aid & Scholarships
- Director of Housing and Residential Education
- Director of Transportation and Parking Services
- Executive Secretary to the President
- Manager of Student Financials
- Operating Systems Analyst
- Provost/Vice President for Academic Affairs
- Vice President for Finance and Administration
- Vice President for Student Affairs
- Vice President for Technology and Communication

If appropriate in student deaths off campus and in all cases of a student death on campus, the President or designee and the Chief of Police will comply with the CSU Chancellor's Office Coded Memorandum HR 2002-14, Major Incident Reporting Requirements.

In order to remain sensitive to the dignity and memory of the student and his/her family, the following University areas shall be responsible for ensuring that the actions listed below are completed within seven (7) business days upon notification by the SDERC:

University Police Department – the Chief of the University Police Department, or designee, is the focal point for verifying a death on campus, determining the time, place, and circumstances of the death; and immediately notifying the SDER Coordinator (Vice President for Student Affairs).

SDER Coordinator (Vice President for Student Affairs) – begins the notification process outlined above and contacts the family/next-of-kin via telephone as soon as possible to offer condolences and to seek information concerning funeral arrangements or services. The Vice President will coordinate arrangements to return the student's personal effects to the family or next-of-kin and coordinates with the campus bookstore the refund of monies to the family for books or supplies.

Associate Provost – notifies the student's instructors, academic advisor(s), and appropriate library staff regarding outstanding books or materials.

Comment [CE1]: Spouse?

President's Office (or designee) – drafts and sends a letter of condolence to the family.

Communication and Marketing – acts as liaison with outside media for the release of any information regarding the student complying with FERPA guidelines. Develops plan to notify campus community of the death via the Vice President for Student Affairs and monitors and shares media coverage with the campus community.

Associate Director of Records and Registration – provides to T&C the student identification and completes necessary processes to formally withdraw student from the University and codes the student's records as "deceased," so that no further communication is sent to the student, student's parents, or spouse.

Financial Aid & Scholarships – completes necessary forms to formally withdraw student from financial aid and/or federal loans and notifies third parties on outstanding student or parent loans. Completes all necessary forms to withdraw from receiving scholarship payments/monies.

Alumni Relations – Codes student's records in Raiser's Edge or alumni records as "deceased" so that no further communication is sent to the student. In addition, codes the parents, spouse, or family members accordingly so that further communication is not sent to these individuals unless otherwise requested by said individuals.

Technology and Communication – completes necessary steps to close access to PeopleSoft, Blackboard, and immediate removal of the student's Dolphin email address.

Student Business Services – processes a refund due from fees to the family/next-of-kin. Send the refund check(s) to the Vice President for Student Affairs office where an appropriate letter will be drafted and mailed to the family/next-of-kin.

Comment [CE2]: Spouse?

Human Resources Programs – should the student be employed by the University as a student assistant, upon receipt of the Separation and Clearance Form from the employing department, Payroll will process payment of wages and remit to the beneficiary on file. Human Resources Programs will coordinate with beneficiary regarding refund of retirement contributions paid on behalf of the student during the course of employment.

Transportation and Parking Services – removal of student's contact information from mailing lists for parking permits and/or forgiveness of outstanding vehicle citations.

Assistant Vice President for Student Affairs/Director of Admissions and Records – removal of student's contact information from Hobson's database.

Personal Counseling Services - is made aware of the death and circumstances surrounding the death as soon as possible. With this information, staff can best maintain accurate records and provide support to friends and acquaintances that may be affected by the student's death. The Vice President for Student Affairs office will work with Counseling Services and appropriate individuals to evaluate the situation and to determine if an emergency intervention team or standard counseling is required.

Interfaith Council (if active) –to provide support for the campus community.

Student Health Services - provides support and/or counseling as may be necessary; close out medical records and finalize payment on outstanding medical claims, if appropriate.

