

# **STUDENT DEATH PROCEDURES**

## **SA-43-16-2**

The procedures attempt to: a) assist those dealing with the crisis to respond appropriately in a timely manner, b) provide coordination with external individuals and agencies, c) provide communication within the University community, d) assist with post-crisis support and resolution, and e) provide an empathetic and caring voice from the University to friends and family of deceased.

### **SECTION 1:**

1. When the student's death is on campus, the first responder will immediately contact University Public Safety. University Public Safety officers will respond and be in charge of the scene of the incident until all appropriate actions have been taken. A ranking University Officer will be available, as appropriate. At the first opportunity, Public Safety officers will contact the Dean of Students. The Dean of Students will immediately inform the Chancellor and other University officials as outlined below and will contact appropriate staff members and coordinate their efforts. If resident, contact housing professional staff.
2. If appropriate, members of the Emergency Management Team may be called together.
3. Anyone becoming aware of the death of a student, which occurred off-campus, will contact the Dean of Students to inform the Dean of the death.
4. The Dean of Students will inform the Chancellor, Provost, and University Communication of the student's death. The Office of University Communication will coordinate all contacts with the media. University Communication will be guided by the institution's Crisis Communication Plan.
5. When appropriate, the Dean of Students will contact University Program Directors and Academic Deans who maintain direct oversight of the student (i.e.: Residence Life - on-campus student; Athletics - student athlete; International Center - international student). The Director will notify additional staff members and coordinate any efforts with the Dean of Students.
6. The Dean of Students will notify, via email, the deceased student's instructors and campus employer, through student employment, of the death.
7. The Director of Counseling Services, contacted by the Dean of Students, will contact appropriate Counseling and Health Services staff and will respond to the scene, if appropriate. The Director of Counseling Services will coordinate psychological counseling and emotional support for those affected by the death and may choose to contact the Executive Director of the Ecumenical Center.
8. It is the coroner's responsibility to notify the family in consultation with the Chief of Police. The Dean of Students may only then contact a member of the deceased student's family.
9. When appropriate, the Dean of Students will insure that the families of any students with the same full name as the deceased student will be notified that their student was not the student involved.
10. The Dean of Students, or designee, will serve as the primary campus contact for the family of the deceased student and will meet with family members should they decide to come to campus. When appropriate, the Dean of Students will assist the deceased student's family in making arrangements to come to campus, reserve local housing, and other assistance as needed.

11. The Director of Residence Life will inform the President of the Residence Hall and Apartment Association of the death of any student who was an on-campus resident. The Dean of Students will inform the Student Government Association (SGA) leadership.
12. The Dean of Students will request a copy of the Death Certificate from the family or some verification of the student's death. Copies of the death verification will be distributed to the Director of Financial Aid and/or the Director of Residence Life, when such verification is required; and the Dean of Students will retain a copy. Federal Health and Human Services Regulations and NACUBO Guidelines require the Death Certificate, if student is receiving financial aid.
13. The Dean of Students Office will provide information to the Chancellor's Office, who will then write a letter of condolence from the Chancellor and the University Community to the family of the deceased student, if appropriate. If the student was currently enrolled, the Chancellor's Office will also prepare a Certificate of Posthumous Recognition to be included with the letter to the family.
14. The Director of Counseling Services, in consultation with SGA leaders and Executive Director of the Ecumenical Center, will coordinate assistance to those wishing to hold a memorial service on campus for the deceased student.
15. Upon being notified by the Dean of Students, the Registrar will close the student's academic record. Before closing, the Registrar will forward next of kin name and address to the Dean of Students.
16. Upon being notified by the Dean of Students, the Director of Financial Aid will finalize any remaining wage payments and close any employment records. The deceased student's financial aid situation will also be reviewed and the proper steps taken so that any federal student loans can be forgiven.
17. Upon being notified by the Dean of Students, the Director of the University Union will make any allowable refunds of funds remaining in the deceased student's Green Bay Passport Account.
18. The Dean of Students Office will notify the manager of the Phoenix Bookstore of the student's death in order to facilitate any book buy back that the family may request.
19. The Dean of Students Office will contact the Director of the Cofrin Library in order to determine if the deceased student had library materials checked out of the library. If the deceased student did have materials checked out of the library, the Dean of Students will so inform the family.
20. Upon being notified by the Dean of Students, the Director of Athletics will coordinate the return to the family of any property that the deceased student may have left at the Phoenix Sports Center.
21. Upon being notified by the Dean of Students, the chair of the deceased student's academic department will facilitate the return to the family of any property that the deceased student may have left in the academic department's area.
22. The Director of Residence Life will facilitate the return to the family of any of the deceased student's property which may have been at Residence Life.

23. Upon being notified by the Dean of Students, the Bursar will process any allowable refund of tuition, fees and pro-rated housing contract dollars. Generally, the student is withdrawn from all course work registered for in that semester and provided full tuition and fees refunds. The refund check is made payable to the student's estate and mailed separate from the University's condolence letter by the Bursar's Office. The Bursar may also refund parking and some locker fees.
24. At a time after the death of a student, a meeting may be called by the Dean of Students to insure that all appropriate measures have been taken in response to the student's death. This meeting might include the following:

Director of Residence Life, ext. 2040	Director of Campus Public Safety, ext. 2300
Director of Counseling Services, ext. 2380	Director-University Communication, ext. 2526
Director of Health Services, ext. 2380	Registrar, ext. 2062
Bursar, ext. 2225	Director of Financial Aid/Student Employment, ext. 2075
Director of University Union, 2200 ext. 11	Ecumenical Center-Executive Director, ext. 5133
Athletics Director, ext. 2145	Bookstore Manager, ext. 2323
Cofrin Library, ext. 2383	SGA President, ext. 2287

## SECTION 2: STAFF RESPONSIBILITIES IN CASE OF STUDENT DEATH

**NOTE:** This plan makes reference to specific individuals (job titles) in setting forth the notification and response sequence in the event of a student's death. The need for immediate action – particularly early in the timeline – may require a fluid response and the participation of designees or deputies, if key individuals are unavailable.

### Chief of Police

- ◆ If the death is on campus, the Director of Public Safety will be in charge of the scene and will conduct an initial investigation.
- ◆ If the death is on campus, the Director of Public Safety will make the decision to request additional police assistance.
- ◆ The Director of Public Safety will contact the Dean of Students, at the first opportunity, on the details of the situation.
- ◆ The Director of Public Safety will coordinate with other campus staff, as appropriate, and maintain communication with University Communication staff to facilitate media response.

### Dean of Students

- ◆ The Dean of Students will immediately contact and inform the Chancellor and Provost of the situation and consult with the Office of University Communication.
- ◆ The Dean of Students will contact appropriate Student Services staff members and coordinate their efforts. If resident, contact housing professional staff.

- ◆ When appropriate, the Dean of Students will contact University Program Directors and Academic Deans who maintain direct oversight of the student (i.e.: Residence Life - on-campus student; Athletics - student athlete; International Center - international student). The Director will notify additional staff members and coordinate any efforts with the Dean of Students.
- ◆ The Dean of Students will notify via email the faculty who currently have the student enrolled in one of their classes
- ◆ The Dean of Students will contact and inform the Director of Counseling Services of the situation.
- ◆ It is the coroner's responsibility to notify the family in consultation with the Director of Public Safety. The Dean of Students may then notify a member of the deceased student's family.
- ◆ The Dean of Students will insure that the families of any students who have the same full name as the deceased student may be notified that their student was not the student involved.
- ◆ The Dean of Students will serve as the primary campus contact for the family of the deceased student and will meet with the family should they decide to come to campus. When appropriate, the Dean of Students will assist the deceased student's family in making arrangements to come to campus, reserve local housing, and other assistance as needed.
- ◆ The Dean of Students will inform the Student Government Association (SGA) leadership of the death of any student.
- ◆ The Dean of Students will request a copy of the Death Certificate from the family or some verification of the student's death. Copies of the death verification will be distributed to the Director of Financial Aid and/or the Director of Residence Life when such verification is required. The Dean of Students will retain a copy of the death verification.
- ◆ The Dean of Students will inform the Registrar, the Bursar, the Director of Financial Aid/Student Employment, the Director of the University Union, the Director of the Cofrin Library, the Manager of the Phoenix Book Store, the Athletics Director and the Academic Dean of the deceased student's academic department. These individuals will insure that appropriate steps are taken in response to the student's death and that any property that belonged to the deceased student is returned to the family.
- ◆ The Dean of Students, if appropriate, will inform the family of any library materials or other University property that the deceased student may have been in possession of.
- ◆ Within two weeks of the student's death, the Dean of Student will provide information to the Chancellor's Office, who will then write a letter of condolence from the Chancellor and the University Community to the family of the deceased student, if appropriate.
- ◆ At some time after the death of a student, a meeting may be called by the Dean of Students of involved staff members to insure that all appropriate measures have been taken in response to the student's death. A checklist of notifications and any documentation will be kept on file in the Dean of Students Office.

**Director of Counseling Services**

- ◆ The Director of Counseling Services will assist the Dean of Students, as needed, to coordinate the campus response to the student death.
- ◆ The Director of Counseling will contact other Counseling and Health Center staff, as appropriate.
- ◆ If the death occurred on campus, the Director of Counseling Services will respond to the scene, if appropriate, and will coordinate psychological counseling and emotional support for those affected by the death and may choose to contact the Executive Director of the Ecumenical Center.
- ◆ The Director of Counseling Services will seek out students and staff who might have been affected by the student death, such as significant others, friends, roommates, teammates, others living in the deceased student's building, and will offer appropriate services.
- ◆ The Director of Counseling Services will inform the deceased student's instructors and campus employer, through Student Employment, of the death.
- ◆ The Director of Counseling, in consultation with SGA leaders and Executive Director of the Ecumenical Center, will coordinate assistance to those wishing to hold a memorial service on campus for the deceased student.

**Director of Residence Life**

- ◆ If the death occurred in Residence Life or if the student lived on campus, the Director of Residence Life will contact appropriate Residence Life staff and will coordinate Residence Life's response to the student's death.
- ◆ If the death occurred in Residence Life or if the student lived on campus, the Director of Residence Life and other Residence Life staff will work to assist other residents who may be affected by the student's death.
- ◆ The Director of Residence Life will inform the President of the Residence Hall and Apartment Association of the death of any student who was an on-campus resident.
- ◆ In coordination with the Dean of Students and the deceased student's family, the Director of Residence Life will facilitate the return of the deceased student's property which may remain at Residence Life.

**Provost**

- ◆ The Provost will provide guidance to the Dean of Students and other University staff, as needed.
- ◆ The Provost will keep the Chancellor advised of the situation.
- ◆ If the student is near graduation, the Dean of Students Office will consult with the Provost and Academic Dean regarding a Posthumous Degree. See Posthumous Degree Policy.

**Director of News and Media Relations**

- ◆ When appropriate and after consultation with the Dean of Students, the Assistant Director of University Communication will contact and inform local media concerning the student's death. University Communication will be guided by the institution's Crisis Communication Plan.
- ◆ All media inquiries concerning the student's death will be referred to designated staff in University Communication who will respond after consultation with the Dean of Students or Director of Public Safety.

**Registrar**

- ◆ Upon notification of a student's death, the Registrar will close the student's official record, and mark deceased on record. This codes the student information system so that no communication is sent to the student, parents or spouse.

**Bursar**

- ◆ Upon being notified of a student's death, the Bursar will settle the student's financial accounts with the University, as appropriate, and will process any allowable refund of tuition, fees and pro-rated housing contract dollars. Generally, the student is withdrawn from all course work registered for in that semester and provided full tuition and fees refunds. The refund check is made payable to the student's estate and mailed separate from the University's condolence letter by the Bursar's Office. The Bursar may also refund parking and some locker fees.

**Director of Financial Aid/Student Employment**

- ◆ Upon being notified of a student's death, the Director of Financial Aid will finalize any remaining wage payments and close any employment records which the deceased student may have.
- ◆ The Director of Financial Aid will review the student's financial aid situation and, if the deceased student has any federal loans, will take the proper steps so that these loans may be forgiven.

**Director of the University Union**

- ◆ Upon being notified of a student's death, the Director of the University Union will coordinate any allowable refunds of meal plan and other remaining funds in the deceased student's Green Bay Passport account.

**Manager of the Phoenix Bookstore**

- ◆ Upon being notified of a student's death, the manager of the Phoenix Bookstore will coordinate any book buy back that the family may request.

**Director of Cofrin Library**

- ◆ Upon being notified of a student's death, the Director of the Cofrin Library will check to see if the deceased student has any library materials checked out of the library. A list of any such materials will be forwarded to the Dean of Students who will inform the family.

### **Director of Athletics**

- ◆ Upon being informed of the student's death, the Athletics Director will inform appropriate coaching staff of the death of any student athlete.
- ◆ The Director of Athletics will coordinate the return to the family of any property that the deceased student may have left at the Phoenix Sports Center.

### **Academic Deans**

- ◆ Upon being notified of a student's death, the Academic Dean of the deceased student's academic department will inform appropriate department faculty of the death.
- ◆ The chair of the deceased student's academic department will facilitate the return to the family of any property that the deceased student may have left in areas controlled by the department.

### **Advancement Office**

- ◆ Advancement Office will coordinate with the family donations and memorial gifts (ex: scholarship, tree, bench, etc.).