NEW RIVER COMMUNITY & TECHNICAL COLLEGE
PROCEDURE NO. 14

EFFECTIVE DATE: July 1, 2009
TITLE: Protocol and Response to Student Death

PURPOSE

The death of a student can be emotionally difficult and stressful for students, faculty, and staff. Recognizing the shock and profound sadness the student’s family will be experiencing, the college has designed this protocol to ensure a professional and caring response by the college.

PROCEDURES

Notification of College Administration

The death of a student often occurs away from campus and a family member usually provides notification to the college through a letter from the family or an obituary notice. However, if a student dies on college property, the Campus Dean will immediately notify the Executive Vice President/Chief Academic Officer, and city and/or state police. Typically, the police department will notify next-of-kin. However, the Executive Vice President will maintain close contact with the police to ensure proper notification.

The following information is helpful to identify the proper student and to ensure the correct information is disseminated.

- Student’s full name
- Student identification number
- Name and address of next-of-kin
- Date and cause of death
- Campus location
- Enrollment status

Information should be provided to:

Executive Vice President/Chief Academic Officer
221 George Street, Suite 2
Beckley, West Virginia  25801
(304) 929-5493 Phone
(304) 929-5472 Fax

Coordinating Office for College Response

The individual receiving information regarding the death of a student should immediately notify the Executive Vice President/Chief Academic Officer. The Executive Vice President will immediately notify the President and the Director of College Relations and they will coordinate the release of information, should it be appropriate. The office of the Executive Vice President will notify:
1. **Campus Dean**
   The Campus Dean may notify faculty at the campus.

2. **Registrar’s Office**
   A code is entered into BANNER by the Registrar indicating the student is deceased which prohibits all access to the student's records. Once coded as deceased, no transcript or any other information will process from BANNER without the message that the student is deceased. A complimentary transcript can be printed at the request of the family.

3. **Vice President of Finance and Administration**
   The Vice President will ensure that billing will be stopped immediately on the student’s account. Any refund due to the student’s estate will be processed.

   Refunds – the Vice President will handle closing a student’s account and will follow all procedures outlined in the college’s refund policy in case of a student’s death. All refunds due will be mailed to the estate of the deceased student.

4. **Financial Aid Director**
   The Director will verify any aid received by the student and notify appropriate agencies of the student’s death.

5. **Alumni Office**
   The Alumni Office identifies the student from their contact file and address lists and designates as deceased, dates, and insures that no mail is sent.

   **Alumni Newsletter** – An appropriate memorial will be noted in the New River Current.

**Condolence to the Family**

The President will send an expression of condolence on behalf of the college community. The Executive Vice President/Chief Academic Officer will also send a letter of condolence and will outline procedures taken by the college to close the student’s accounts and outlining other services and support offered by the college. When possible, a college representative will attend funeral services. Attendance will be coordinated by the Executive Vice President’s office.

**RELATED POLICIES AND/OR PROCEDURES:**
**RESPONSIBLE OFFICE:** Executive Vice President/Chief Academic Officer