

# NEW RIVER COMMUNITY AND TECHNICAL COLLEGE

## PROCEDURE NO. 14

**TITLE:** Protocol and Response to Student Death

**EFFECTIVE DATE:** July 1, 2009

**REVISED DATE:** October 1, 2013

### PROCEDURE

#### 1. PURPOSE

To provide procedures to ensure a professional and caring response by the college.

#### 2. SCOPE AND APPLICABILITY

This procedure applies to all New River Community and Technical College students.

#### 3. PROCEDURES

##### A. 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 Regional Director of Operations will immediately notify the Vice President for Administrative and Student Services and city and/or state police. The Vice President for Administrative and Student Services will assure that the Director of Facilities and Campus Safety is notified. Typically, the police department will notify next-of-kin. However, the Vice President for Administrative and Student Services or the Director of Facilities and Campus Safety 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:

Vice President of Administrative and Student Services  
280 University Drive  
Beaver, WV 25813  
304-929-6701 (phone)  
304-929-6707 (fax)

## **B. Coordinating Office for College Response**

The individual receiving information regarding the death of a student should immediately notify the Vice President for Administrative and Student Services. The Vice President for Administrative and Student Services will immediately notify the President and the Chief Communications Officer and they will coordinate the release of information, should it be appropriate. An appropriate memorial will be placed in the College's alumni and friends newsletter, *The New River Current*.

The office of the Vice President for Administrative and Student Services will notify:

- Appropriate Academic Dean
- Director of Facilities and Campus Safety
- Registrar's Office
- Chief Financial Officer (CFO)
- Financial Aid Office
- Alumni Office
- Vice President of Technology Services
- Other departments deemed appropriate

### **i. Academic Dean**

The Academic Dean may notify faculty at the campus.

### **ii. Director of Facilities and Campus Safety**

The Director of Facilities and Campus Safety will coordinate the following functions as necessary:

- maintain contact with local law enforcement,
- coordinate with emergency personnel, and
- assure that the campus is secure and safe.

### **iii. Registrar's Office**

The Registrar's Office must be sent an official notice of death (obituary or an official document such as a certificate of death, if available) as soon as possible. A notation is made on the student's transcript by the Registrar indicating the student is deceased. The student's record is marked as deceased in the student database.

### **iv. Chief Financial Officer (CFO)**

The CFO 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 CFO will handle closing a student's account and will follow all procedures outlined in the college's refund policy in case of student death. All refunds due will be mailed to the estate of the deceased student.

- v. **Financial Aid Director**  
The Director will verify any aid received by the student and notify appropriate agencies of the student's death.
- vi. **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.
- vii. **Vice President of Technology Services**  
The Vice President of Technology Services will ensure that the student's college email and related accounts are closed.

### **C. Condolence to the Family**

The President will send an expression of condolence on behalf of the college community. A letter of condolence will be sent by the Vice President for Administrative and Student Services 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 which will be coordinated by the Office of the Vice President for Administrative and Student Services.

**RELATED POLICIES AND/OR PROCEDURES:** New River Community and Technical College Crisis Response Manual

**RESPONSIBLE OFFICE:** Vice President for Administrative and Student Services

**Approved by:** President's Advisory Council