



---

---

## ASUN Operating Procedure – 4008

---

---

---

### Operating Procedure Synopsis

---

*Title: Deceased Student Process*

*Approval Date:*

*Revised: 4/13/2016*

*Responsible Officer: Vice Chancellor Student Affairs*

*Responsible Operating Procedure Manager: Dean of Enrollment Services*

*Responsible Department: Enrollment Services*

---

#### A. Purpose

---

This process ensures that ASUN no longer sends standard correspondence (such as a bill) to parents or guardians once it confirms a current or former student is deceased.

---

#### B. Definitions

---

**Docubase** is the digital imaging system ASUN uses to scan, index, and store digital images of student information.

---

#### C. Scope

---

All ASUN employees, students, and visitors are expected to adhere to operating procedures. All employees are expected to know and abide by operating procedures. Individuals involved in fulfilling the requirements of this operating procedure include: **Registrar; Vice Chancellor for Academic Affairs; Vice Chancellor for Student Affairs; Controller; Director of Financial Aid; Bookstore Manager; Librarian; Director of Information Technology;** and the **Manager for Constant Contact**. There may be occasions when additional staff may be asked to perform components of this process under the direction of the employees listed above.

---

#### D. Statement of Authority

---

Articulation of the delegation of authority for enforcement of the operating procedure is defined in this section.

---

#### E. Procedures

---

1. First person to learn of death should contact the Registrar's Office
2. The Registrar will **verify** via obituary & contact via EMAIL:
  - a. Academic Affairs (Vice Chancellor)

- b. Student Affairs (Vice Chancellor)
  - c. Business Office (Controller, Manager)
  - d. Financial Aid (Director)
  - e. Bookstore (Call 7806 / bookstore@asun.edu)
  - f. Library (Librarian)
  - g. Computer Services (IT Director)
  - h. Constant Contact (Manager)
3. Registrar will remove the student from the current semester and any future semesters in which the student is enrolled
  4. Business Office will handle the financial account for the student
  5. Academic Affairs will notify the student's instructors
  6. Registrar will contact Information Technology to ensure that all future electronic communications are ceased
  7. The Chancellor will send a condolence letter to the family
  8. The Vice Chancellor for Student Affairs will ascertain any additional student counseling or organized programming that should be arranged

---

**F. Responsible Officer**

---

Vice Chancellor Student Affairs

---

**G. Related Information**

---

**REGISTRAR PROCEDURE**

1. Confirm deceased and date
2. Notify all offices above (A – H) and attempt to monitor their progress
3. Registration
  - a. Grade with W the current semester depending on date and length of semester
  - b. Drop/backdate any future registration
  - c. Enter date in the DECEASEDDATE field meaning the student is deceased

4. Address

- a. Print address in POISE to place in student's Docubase record
- b. Delete address and add "DECEASED" in the address; email; and telephone number fields
- c. Place an X in the JICSSTATUS field

5. Docubase

- a. Mark documents "DECEASED"
- b. Make sure all documents are scanned

6. Registrar will contact IT department to ensure all future electronic communications are ceased.