



ASUN Operating Procedure – 4008

Operating Procedure Synopsis

Title: Deceased Student

Approval Date/Revision Date(s):

Review Date(s): 3/2018, 2/2019, 1/2020, 5/2020

Executive Cabinet Liaison: Vice Chancellor for Student Affairs

Responsible Manager: Dean of Student Success and Registrar

A. Purpose and Scope

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. Individuals involved in fulfilling the requirements of this operating procedure include: **Dean for Admissions and College Engagement; Dean for Student Success and 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 Marketing and Communications**. There may be occasions when additional staff may be asked to perform components of this process under the direction of the employees listed above.

B. Definitions

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

C. Procedures

1. First person to learn of death should contact the Registrar's Office via EMAIL
2. The Registrar will **verify** via obituary & contact via EMAIL:
 - a. Academic Affairs (Vice Chancellor)
 - b. Student Affairs (Vice Chancellor)
 - c. Financial Services (Student Accounts)
 - d. Financial Aid (Director)
 - e. Bookstore (Bookstore Manager)
 - f. Academic Support (Director)
 - g. Computer Services (IT Director)
 - h. Marketing and Communications (Manager)
 - i. Admissions and College Engagement (Dean)
 - j. Chancellor's Office (Chancellor)

*All ASUN students, faculty, staff and administrators are expected to adhere to operating procedures.

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

D. Related Information

REGISTRAR PROCEDURE

1. Confirm deceased and date
2. Notify all offices above (A – J) and attempt to monitor their progress
3. Registration
 - a. Grade with W (drop) the current semester depending on date and length of semester
 - i. Unregister from current courses if appropriate
 - b. Unregister from any future courses
 - c. Place a check in the DATA BLOCK indicator field
 - d. Alter the student enrollment status to the correct deceased status (graduated deceased or withdrawn deceased)
4. Prevent future contacts via Contact Manager
 - a. Select student record in Contact Manager
 - b. Contact Manager> Contact Method> Mark each contact method "Do Not Contact" and click SAVE
5. Docubase – if applicable
 - a. Mark documents "DECEASED and the date"
 - b. Make sure all documents are scanned