



# Red Rocks Community College

## Enrollment Services Operational Guidelines

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**Title:** Deceased Student

**Effective:** 7/1/13

**Approved:**

**Revised:** 3/11/14

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### Reference:

**Purpose:** To outline the guidelines for notifications and student account status changes when a student or former student passes away.

**Scope:** Applies to all students and alumni of Red Rocks Community College.

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### Attachment:

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### Deceased Student

In the event that notice is received that a student or alumnus of the college has passed away, that information should be shared with the Office of the Vice President for Student Success. Any related media inquiries shall be directed to the Office of Marketing and Communications.

### Deceased Student Protocol

#### Office of the Vice President for Student Success

- Obtain a copy of the death certificate or the obituary for date of death verification.
  - Forward all records pertaining to the change of status (i.e. death certificate, obituary etc.) to be imaged.
  - Notify the individuals/departments below, whose responsibilities upon receiving said notification are outlined.
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#### Bookstore

- Refund given to the student's family for any purchased books.
- The family would need to initiate contact.
- There is no deadline for returning books for a refund.

**Business Office** – No formal responsibilities.

#### Cashier's Office

- If the debt is for the current term, tuition and fees will be reversed automatically when the classes are dropped. If it is after the end of the term and there is an outstanding balance, paperwork will be created by the Cashier's office and sent to Business Services to begin an internal scholarship process to bring the account to a zero balance.
- If the student is due a refund and has activated Higher One, the Cashier's Office supervisor will email instructions to the CCCS-IT help desk (and cc the CCCS Higher One liaison) to remove the student from all pertinent Banner tables.



- A programmer will make entries in Banner to allow the next of kin to receive the refund by check directly from the college.

#### **Community Colleges of Colorado System office**

- Inactivate student's campus email.

#### **Disability Services** - If a student file exists, ODS will do the following:

- The student's electronic file will be marked with (D).
- A document will be created in the student's electronic file named "Deceased" with date of notification.
- If a student paper file exists, it will be marked with "Deceased".

#### **Enrollment Services**

- Drop the student with a refund from all currently enrolled courses if:
  - The student's date of death is during a semester for which the student is registered.
  - No financial aid issues preclude the issuance of a refund.
- Flag student as deceased on SPAIDEN and check on SGASTDN to ensure drop down box listing student status is listed as "DS" (for deceased student).
- Inactivate all student address types and telephone numbers (except those identified as payroll) on SPAIDEN, put a comment in SPACMNT – use comment type "GEN" and list the following information in the comment field:
  - Student deceased.
  - Date of death.
  - Indicate whether classes were dropped.
- Notify the supervisor of the Cashier's Office immediately after the student is dropped/withdrawn.

#### **Financial Aid**

- The assigned advisor suspends any future notifications to the student through either email or mail.
- Notification is given to the Default Management Advisor who, as a courtesy to the family, notifies the servicer of any outstanding student loans of the student, including loans for previous years.

#### **Faculty for classes in which the student is currently registered.**

- Faculty member will inform other students in the class and ensure that the students are aware of any grief counseling being offered.

#### **Human Resources/Student Employment**

- Inactivate Payroll contact information.

#### **President's Office**

- Send a condolence letter to the family.

#### **RRCC Campus Police** – No formal responsibilities.

#### **Student Records**

- Notify College Opportunity Fund.
- Notify National Clearing House.

#### **Student Life**

- Check Phi Theta Kappa, student clubs and student government rosters and if the student was a member, his/her name is removed so no further communications are sent.