

Protocol for Responding to a Deceased Student

The Dean of Students in the Division of Student Affairs is specifically responsible for managing the University's response to a deceased student. For this purpose, a student is defined as any person currently enrolled or enrolled in the previous semester.

Once Campus Police, a University office, or staff member receives information that a student has died, they must immediately notify the Dean of Students' Office. The following protocol will be initiated by the Dean of Students.

Responsible Office

Responsibility

Dean of Students

1. Initiates and implements death notification protocol
2. Verifies student death- vital statistics, death certificate, or obituary
3. Ensures that the protocol is followed
4. Notifies President, Campus Vice Presidents, Dean of College, Campus Assoc./Asst. Dean of Students, Student Affairs directors and the following offices: Registrar, Financial Aid, Controllers, Police, Communications, Human Resources and parents/relatives
5. Upon request coordinates an appropriate memorial/vigil event
6. Informs parents/relatives of memorial scholarship established in student's name
7. Provides Counseling Center with student's class schedule and names of faculty

President

1. President or his designee will notify the family.
2. Sends letter of condolence, and initial notification that a memorial scholarship established in student's name, to parent(s) or guardian(s)
3. Authorizes the lowering of FAU flags to half mast as delineated in FAU Flag Policy
4. Determines appropriate manner of announcement in collaboration with Communications and Dean of Students Office

Campus Vice Presidents

1. If student is personally known, sends letter of condolence
2. Notifies and follows-up with campus students, faculty and staff as necessary
3. Notifies/follows-up with Campus Counseling Center

Department Responsibilities

A - Registrar's Office

- Changes and updates student records
- Deactivates and manually codes student as "deceased"
- Deactivates student's email account
- Determines amount of tuition to be refunded and communicates with the Controller's Office

B - Financial Aid

- Deactivates student's Financial Aid
- Determines amount of refund and communicates with the Controller's Office
- Establishes two (2) year memorial scholarship in student's name with appropriate College in collaboration with the Dean of Students' Office

C - University Controller

- Notifies Student Employment in Human Resources
- Reviews and processes any appropriate refunds including: financial aid, tuition, housing and fees
- Cuts check if refund is approved to the "Estate of..." and determines (w/Dean of Students) appropriate distribution of check
- Communicates with President's Office method of recovering funds, if balance is due.

D - Student Health Center

- Place a red alert on the student's PyraMed record
- Cancel any outstanding bills the student may owe
- If student has FAU Health Plan, notify representative to determine coverage and benefits to be paid
- Place Dean's memo in student's chart

E – Chief of Police

- Coordinates with housing and counseling staff to notify roommates

F – Director of Counseling

- Contacts director of housing to provide on-site counseling (if appropriate)
- Respond with counseling services as requested.
- Makes group counseling available to student organizations / clubs (Works with Student Development and Activities and Dean of Students)
- Obtains student's class schedule, faculty names, and advisor to offer/provide counseling support to classmates
- Contacts partner counseling center when appropriate

G - Dean of College

- Writes a letter of condolence (if appropriate)
- Notifies deceased student's faculty and academic advisor
- Notifies Undergraduate Dean or Graduate Dean as appropriate.
- If student is in good standing and within a semester of graduation, considers a posthumous diploma to be awarded at the discretion of the college, with recommendation by the department

H – University Housing

- Coordinates notification of roommates with University Police
- Removes deceased student from housing roster
- Cancels housing contract
- Takes room off line as appropriate
- Contacts business services to cancel meal plan contract
- Provides full or pro-rated refund for housing and meal plan as appropriate in coordination with Controller's Office.
- Upon request, conducts an appropriate memorial/vigil event in collaboration with the Dean of Students Office and Campus Ministries

I – Department of Communication

- Coordinates media request and presence
- Notifies communication officers to remove student from all University mailing lists
- Issues appropriate University statements

J – Human Resources

- Determines if student is an FAU employee and takes appropriate action

K – Campus Ministries

- Upon request, conducts an appropriate memorial/vigil event in collaboration with the Dean of Students Office
- Respond with counseling services as requested.

OFFICES TO BE NOTIFIED

- 1. Office of the President**
- 2. Campus Vice Presidents**
- 3. VP Student Affairs**
- 4. VP Communications**
- 5. Dean of the Appropriate College**
- 6. Chief of Police**
- 7. Registrar's Office**
- 8. Financial Aid**
- 9. University Controller**
- 10. VP Financial Affairs**
- 11. Provost**
- 12. General Counsel**
- 13. Human Resources**
- 14. University Library**
- 15. University Advancement**
- 16. Student Affairs Executive Team & Directors**
 - Associate V.P./Dean of Students**
 - Associate Dean, Boca Raton Campus**
 - Associate Dean, McArthur Campus**
 - Associate Dean, Broward Campus**

**17. Student Affairs Executive Team & Directors
(Continued)**

- **Associate Dean, Treasure Coast**
- **Career Development Center**
- **Counseling Center and Psychological Services**
- **Student Health Services**
- **Housing & Residential Life**
- **International Student & Scholar Services**
- **Multicultural Affairs**
- **Student Involvement and Leadership**
- **New Student and Owl Family Programs**
- **Students with Disabilities**
- **Student Union**
- **Weppner Center for Civic Engagement & Service**
- **Campus Recreation**
- **Today and Beyond Wellness**
- **Campus Ministries**
- **Fraternity and Sorority Life**

NOTIFICATION OF DEATH

Student name: _____

Local Address: _____

Permanent Address: _____

Z Number: _____

Date of Birth: _____

Date of Death: _____

College: _____

Classification: _____

Campus: _____

Funeral Arrangements: _____

Family Member Contact: _____

Name

Phone

Address

International Student: (Y/N) _____

Athlete (Sport): _____

Clubs/Organizations: _____

Graduate Student: (Y/N) _____

Employee at FAU: (Y/N) _____