

Policy Number	Subject	Effective Date	Revised Date
5.0030P	University Notification System for Student Death, Serious Injury or Incapacitating Illness	09/24/02	
Responsible Division / Department: Student Affairs			
<input checked="" type="checkbox"/> New Policy <input type="checkbox"/> Major Revision of Existing Policy <input type="checkbox"/> Minor/Technical Revision of Existing Policy <input type="checkbox"/> Reaffirmation of Existing Policy			

PROCEDURE GUIDELINES

The Dean of Students is responsible for implementing these guidelines. These procedures have been designed to ease the burden on family members who are acting on behalf of the student when the student is unable to do so. In addition, these procedures help to ensure a smooth process during the many transactions that are required when a student suddenly departs the University.

When the University is notified that a student dies or suddenly becomes seriously ill, the Student Ombudsman, Ms. Chris DeVos, will ensure that the following steps are taken:

- Speaks with the family in response to the requests of the family member.
- Verifies the person's full name and identity.
- Notifies any resource on campus to which the family has been referred.
- Sends email to notification list (below) to activate procedures in cases of serious illness/death.
- Follows up with family on any matters where further contact is necessary.

FYI Only Notification List:

Dr. Mark Workman, Provost and VP for Academic Affairs
Mr. Everett Malcolm, III, Associate VP for Student Affairs
Dr. Pierre Allaire, VP for Institutional Advancement
Ms. Sherry Sands, Executive Assistant, President's Office
Ms. Deb Kaye, Executive Director of Enrollment Services
Ms. Kim Luther, Registrar
Ms. Kathy Klein, Associate Athletic Director/Compliance
Ms. Karen Stone, Vice President and General Counsel
Dr. Lucy Croft, Assistant VP for Student Life
Mr. Tom VanSchoor, Dean of Students
Dr. Anita Vorreyer, Director of the Women's Center
Mr. Floyd Hurst, Controller

Mr. Justin Damiano, Student Government President
Mr. John Yancey, Director of Admissions
Mr. James Owen, Director, One Stop Center
Ms. Jeanne Middleton, Assistant Director for Student Affairs
Ms. Barbara Dupuis, Office Manager, Student Life
Ms. Mary McConville, Executive Assistant for the VP for Student Affairs
Ms. Michele Czerwinski, Administrative Assistant, Academic Affairs
Relevant advising office (select from the list of 7 below and delete the others)
Ms. Karen Reedy, Director, Academic Center for Excellence
Ms. Katharine Brown, Director, College of Computing, Engineering, and Construction Advising
Dr. John Kempainen, Director, College of Education and Human Services Academic Support
Ms. Cheryl Campbell, Director, Coggin College of Business Student Services
Ms. Rachel Broderick, Director, Brooks College of Health Advising
Ms. Ali Roberts Brazzeal, Director, Honors Program Advising
Ms. Arva Sufi, Director, College of Arts and Sciences Advising

Responsibilities Notification List:

Dr. Mauricio Gonzalez, Vice President for Student and International Affairs

- Will notify the President's Office

Insert Dean of the student's major college here

- Notifies professors.
- Stops all College correspondence.

Dr. Fred Beck, Director, Student Medical Services

- Assist in the process for medical withdrawal in cases of students with medical conditions.

Campus Ministry

- Will provide support to the family upon request.
- Will hold an on-campus memorial service upon request of the family.

Ms. Dorreen Daly, Manager, Student Affairs Information and Publications

- Picks up check from Cashier's Office
- Sends card from VP for Student Affairs to go with check.

Ms. Christine DeVos, Student Ombudsman

- See responsibilities at top of document.

Ms. Kathy Hughes, Director, Information Technology Services

- If requested, will remove student's account and web page in case of death.

Ms. Sharon Ashton, Director, Media Relations and Special Events

- Serves as contact point for media.

- If death occurs on campus, prepare a statement for the president's office and other appropriate officials to review and then release it to the media.
- If death occurs off campus, confirm for the media the identity of the student and such information as year in school, degree of study and hometown.

Mr. Dan Dundon, Director, Marketing and Publications

- Informs the campus community (if appropriate) via Campus Update and/or

Student Update

- In case of death, removes student from Student Update e-mail distribution list
- If notified of a contagious illness, distribute an email to all students.

Dr. Terry DiNuzzo, Director, Counseling Center

- If requested, provide support to family and other students who might be affected by the death or serious illness of another student.
- Assist in the process for medical withdrawal in cases of students with psychological conditions.

Chief Mark Foxworth, Director Police and Public Safety

- Notify/verify death for the VP for Student Affairs and the Dean of Students.
- Obtain police report if available or pertinent information needed.

Ms. Lynn Hendricks, Director of Residence Life

***NOTIFICATION**

- confirm and get details of the incident (usually UPD)
- call the VP of Student Affairs Office
- notify Residence Life Staff (talk about rumor control)
- notify Housing Operations (so they know how to respond to inquiries)
- call Media Relations Office (to receive advice about media, what to expect)
- gather important phone numbers/emergency contact information for the resident
- talk to parents, family members, friends, staff, faculty, etc. that call her office.

***MEETINGS**

- meet with the Area Coordinator for the resident involved
- talk with the roommate(s)
- talk to the RA (or staff that are involved)
- talk to all of the ACs about media, confidentiality, etc.

***ASSISTANCE**

- offer room on-campus or hotel numbers, etc.
- provide hospital numbers, directions, UPD information, etc.
- follow up with other offices (as requested)
- help with gathering belongings/storage
- check-out process/refunds

*COUNSELING

- provide support to family/friends (provide her home & work phone numbers)
- talk about counseling center/support groups, etc.
- provide support to roommate(s), residents, and residence life staff

* FOLLOW-UP

- meetings with staff (to listen and provide support)
- calls and cards to the family or resident
- counseling/programs for the residents and staff

Mr. Steve Moreau, Manager, Bookstore

- Will provide a full refund of returned, current term textbooks purchased from the UNF bookstore.
- Refund will come directly from the bookstore and not through the University.

Ms. Janice Nowak, Director of Compliance, Enrollment Services

- To be determined.

Mr. David Jordan, Resident District Manager, Chartwells

- Waive any administrative or cancellation fees.
- Refund unused portion to family.

Ms. Vicki Buonomo, Assistant Director, Records & Registration Processing

- Withdraw student from all current classes and code out the fees.
- Enter *deceased* in the address section of the student's record so the family will not receive additional routine correspondence from UNF.
- Notify Margaret Partyka that the process is complete so a check can be cut for the appropriate balance.

Ms. Anissa Cameron, Associate Director, Financial Aid Processing

- Verify if the student received financial aid.
- Verify the type of aid the recipient received to determine which regulation applies.
- Calculate a Refund of Title IV aid based on the date of the withdrawal.
- Recovery of funds if the student is allowed a refund of tuition costs.
- If needed, place the student on accounts receivable for repayment.
- In case of death, notify the holder of the Federal Family Educational Loan Program.

Mr. Paul Riel, Director of Housing Operations

- Works with the family and/or student to process the appropriate cancellation paperwork.
- Works very closely with the family and Residence Life staff to assist the student and/or family with the check out process and move out from the student's room.

- After consultation with the Vice President for Student Affairs may prorate unused rental charges for the remainder of the term, will return deposit and forgive any outstanding housing debt.

Dr. Tim Robinson, Director, International Center

- Assist the Dean of Students with issues related to international students, including:
 - verification that the student is an international student attending UNF.
 - serving as a point of contact for any international issues related to the student's departure (for UNF or for family members).
 - locating an interpreter, if necessary.
- Check to see if student is scheduled for future Study Abroad and arrange of refund to family.

Mr. Robb Waltner, Head of Library Circulation

- Ensures that family will not be contacted regarding any checked out library materials.

Margaret Partyka, Bursar

- Intercept and cancel any billings, collection activity or communication.
- After Records cancels the assessment, issue a refund check if applicable.
- Hold refund check for fees and Housing to be included in letter.
- Dorreen Daly to pick up check in Controller's Office (and sign for check) to be included in card from VP.
- Notation is made in Fee Committee minutes.

Formerly 9-5.002