



Operating Protocol & Procedure

Details:

Number: 327

Title: Notification of a Death of a Student

Category: Students

Office of Primary Responsibility: Dean of Students

Approval Date: 5/6/24

Effective Date: 5/6/24

Revised: N/A

Reviewed: May 2024

Purpose:

To establish a procedure pertaining to the death of a student.

Applicability:

All students at all campuses and sites.

Definitions:

Concurrent Enrollment Student: A student who is simultaneously enrolled in both a local education provider (LEP) and in one or more postsecondary classes at PCC pursuant to Colorado House Bill 09-1319 Concurrent Enrollment Programs Act.

Consortium Student: A student who is attending both PCC and another college under a consortium agreement. The "home college" is the degree-granting institution and the institution through which financial aid is awarded; the "host college" is the institution at which the student is temporarily taking courses for credit to be transferred back to the home institution. Students neither receive financial aid from nor are considered degree- or certificate-seeking at the host college.

Continuing Student: A registered student who has completed a course at PCC in a prior term and is registered for a subsequent term.

Guest Student: A student who is attending a college other than PCC after high school, but who registers for classes at PCC for a single term with the intent to transfer the classes back to the home college.

Home campus is defined as the campus where the student or employee regularly work or attends.

In-state travel is defined as travel within the state of Colorado and to the immediate area outside the state that is a necessary part of an otherwise in-state trip.

International Student: A student who is enrolled for credit at PCC and is present in the United States on a temporary visa (primarily F1, M1, M3, J1, J2, and H3 visa types) and who is not an immigrant (permanent resident with an I-51 or Green Card), an undocumented immigrant, or a refugee.

International travel is defined as any destination not considered in-state or out-of-state. Prior written authorization by the Colorado Community College System (CCCS) shall be required for all international travel by employees and students within the Department of Higher Education.

New or First Time Student: For the PCC admittance term of record, a student whose first attendance at an institution of higher learning after high school occurs at PCC. Students who enter PCC as new students in the Summer term are also classified as new in the subsequent Fall term for cohort reporting requirements.

Non-credit student: A student who is registered in a non-credit course through a pre-college program or Pueblo Corporate College.

Out-of-state travel is defined as travel within the Continental United States, other than Colorado, Alaska, and Hawaii.

Portal: Web page accessible to College employees and College students that contains links to information stored on the college network, the internal intranet, and on the internet.

Readmit Student: For the PCC admittance term of record, a previous PCC registered student who became inactive in the student information system and has become an active student again.

Registered student: Any student who is actively registered in at least one credit-bearing course for a specified term.

Student: Active Student (or "Student"): A person is considered a student once he/she has registered in either a credit or non-credit course. Anyone who has been admitted to a credit-bearing program, non-credit training program, or Pre-College program and is not inactive in the student information system is deemed an active student. Active students are eligible to register for classes in the absence of holds, unmet requirements, or academic standing restrictions. Inactive Student – Any student who was active but has not completed a class in the three prior terms of record. Inactive students become active students through the submission of a new Application for Admission.

Transfer Student: For the PCC admittance term of record, a student identified as having attended an institution of higher learning other than PCC after high school.

References:

None

Attachments or Related Documents:

Initial Notification Death of Student Notification Template

Operating Protocol:

Pueblo Community College seeks to provide guidance on how to receive and provide notification of the death of a student to individuals identified that may be impacted and benefit from support resources while maintaining the privacy of the decedent's family.

No notifications shall be made until the death is confirmed by the Registrar. When possible, priority shall be given to faculty, or staff most closely associated with the deceased student.

Registrar has primary responsibility for managing PCCs response to the death of a student. If the deceased student is a current student, the applicable Academic Dean will work with applicable instructors to provide notification of the death of a student to applicable classmates and instructors; the notification will also include support resources for mental health and wellness concerns that occur from this update.

Faculty, instructors, and supervisors will accommodate to the greatest extent possible student and/or employee requests for time off needed to grieve or seek professional support.

Procedure:

The Registrar holds primary responsibility for managing PCC's response to the death of a student. Part A pertains to active students enrolled in the current semester; Part B pertains to inactive students not currently enrolled.

Any PCC staff member who is notified or receives information of the death of a student must immediately notify the Office of the Registrar. Once notified, the Registrar will initiate one of the following processes:

Part A: Active Students Currently Enrolled in Classes

- Registrar:
 - Verifies death through vital statistics, death certificate, or obituary
 - Initiates death notification process
 - Notifies President, relevant Academic Deans and/or Campus Directors, Dean of Students, Financial Aid, Cashier, PCC Communications, Human Resources, PCC Police, Assigned Success Coach, Customer Solutions Center, Return to Earn (RTE) Program
 - Drops/withdraws student from classes as appropriate
 - Deactivates learner record
 - Places "Deceased" code in Banner (SPAIDEN)
 - Update student's National Student Clearinghouse enrollment status code to "D"
 - Requests deactivation of student email account
 - Provides student schedule to Academic Dean or Campus Director
- President:
 - Send letter of condolence to the family. Depending on the wishes of family a message will be sent out to all faculty/staff/students.
- Financial Aid:
 - Reviews student file for loan activity; if found, notifies the loan servicers that the student is deceased
 - Deactivates aid
 - Determines amount of refund and communicates with Cashier
 - If refund is not appropriate, determines if funding is available to cover balance due and notifies Cashier
- Cashier:
 - If a refund is generated, processes refund as usual and routes via student's preferred refund choice
 - If no choice is indicated, send a check to the student's address on file with BankMobile
 - If a balance due remains on the student account, communicate with Financial Aid to determine if funding is available to cover the amount
 - If student is in collections, PCC must wait one tax offset season before debt is allowed to be written off
- Academic Dean(s):
 - Notifies deceased student's program Department Chair and instructors and provide support resources; will use and customize the notification template attached the protocol

- Department Chair or instructors notifies deceased student's classmates and provide support resources; will use and customize the notification template attached the protocol
- If student is in good standing and within one semester of graduation, examines the possibility of a posthumous diploma at the discretion of the President, with recommendation by the Academic Division
- Marketing:
 - Removes student from any marketing campaigns
 - Direct question to communications
- Human Resources:
 - Closes any work-study employment records
- Return to Earn:
 - Check records

Part B: Inactive Students Not Currently Enrolled in Classes

- Registrar:
 - Verifies death through vital statistics, death certificate, or obituary
 - Notifies Financial Aid, Cashier, and PCC Communications
 - Deactivates learner record
 - Places "Deceased" code in Banner (SPAIDEN)
 - Requests deactivation of student email account
- Financial Aid:
 - Reviews student file for loan activity; if found, notifies the loan servicers that the student is deceased
 - Deactivates aid
 - Determines amount of refund and communicates with Cashier
 - If refund is not appropriate, determines if funding is available to cover balance due and notifies Cashier
- Cashier:
 - If a refund is generated, processes refund as usual and routes via student's preferred refund choice
 - If no choice is indicated, send a check to the student's address on file with BankMobile
 - If a balance due remains on the student account, communicate with Financial Aid to determine if funding is available to cover the amount
 - If student is in collections, PCC must wait one tax offset season before debt is allowed to be written off
- Marketing:
 - Removes student from any marketing campaigns
 - Direct question to communications
- Return To Earn:
 - Check records

Initial Notification Template for Death of Student

Hello Team,

I'm reaching out to share sad news that we recently learned that one of our students, [Student First Name & Last Name, S#], has passed away on [Date] based on the obituary announcement in the [Date and Source].

I recently connected with [Academic Dean], learned that the dean is working through the communications process with dean's team, and sending you all this follow-up message with guidance as we navigate this difficult time.

Below is a screenshot of [Student's Term Year] schedule; the student was in [types of classes—i.e. online, Fremont campus, etc.]. Additionally, below are the links to student's obituary posted on [News source] webpage and on the digital memorial webpage.

We're reaching out to share these next steps of thoughtfully sharing this sad news to student's classmates, as well as provide support resources to help navigate difficult / triggered emotions from the loss of a classmate / friend. Please review the messages below as guidance on the next steps to thoughtfully share this information with student's instructors and PCC employees that may be impacted by this recent loss of our student.

Thank you in advance for your support and care as we navigate this challenging time.

Template and Guidance for Academic Dean: Impacted Students

[Dean Name], please connect with [Department Chair] and instructors to determine the best way and best teammate to share this update with both classes. Since it is an [list type of class, i.e. online, etc.], I recommend a thoughtful email; below is an email template to share with both classes.

Template to Class

Dear Class,

It is with heavy hearts to share that we recently learned that your classmate [Student name] passed away.

We anticipate that many of us may navigate a variety of emotions—but remember that PCC staff care about you and want you to be supported during this time of loss. We also acknowledge that this may be very painful and difficult news – everyone will react and process the news differently and in their own time.

As we continue to process the impact of this update, we encourage you to reach out to Colorado Crisis Services and / or your mental health provider for support and counseling. Information on

Colorado Crisis Services can be found on their website <https://coloradocrisiservices.org/> or you can call 1-844-493-8255 OR Text TALK to 38255. Since we may reside in a variety of locations, know that Colorado Crisis Services can also connect you with additional local resources for in-person support. Additionally, below are support resources that you can explore and utilize to help you during this time.

Please know that we are here for you as you continue to process this impact from the loss of a fellow classmate.

***Additional resources below**

- [PCC Referral Services](#) provides a variety of local and national support resources.
- Alcohol & Drug Referral services, physical / mental health resources, and other resources can be found at [PCC's Title IX Resource](#) page.
- [PCC Police Department](#) webpage to find emergency contact information, safety tips, victim's bill of rights, etc.
- Immediate Danger – Call 911

Template and Guidance for Academic Dean: Impacted Employees

[Dean Name], please connect with **[Department Chair]** to determine the best way and best teammate to share this update with fellow employees that may be impacted. I also recommend a thoughtful email; below is an email template to share with PCC employees that may be impacted by this student loss.

Template to PCC Employees that may be Impacted by this Student Loss:

Dear Colleagues,

It is with heavy hearts to share that one of our students, **[Student Name]**, passed away.

We anticipate that many of us may navigate a variety of emotions—but remember that the PCC community cares about you and want you to be supported during this time of loss. We also acknowledge that this may be very painful and difficult news – everyone will react and process the news differently and in their own time.

As we continue to process the impact of this update, we encourage you to reach out to Colorado Crisis Services and / or your mental health provider for support and counseling. Information on Colorado Crisis Services can be found on their website <https://coloradocrisiservices.org/> or you can call 1-844-493-8255 OR Text TALK to 38255. Since we may reside in a variety of locations, know that Colorado Crisis Services can also connect you with additional local resources for in-person support.

While we at PCC, have very big hearts and are here to support and listen to our students / teammates that may be impacted by this loss, it's important that we let the professionals do the counseling. You may also have students or others with questions and asking for details about this recent loss, please remember that this is not our place to share any details / assumption, but to provide reminders of the support resources (listed above & additional resources below*).

Finally, while we don't expect there to be any issues along these lines, remember that if we are approached by the press, we need to refer them to Erin Hergert Tafoya, Director of Marketing and Communications.

Thank you for working with our students and all the support you give them,

***Additional resources below**

- **PCC employees on all campuses also can utilize the [Colorado State Employee Assistance Program](#)**
- [PCC Referral Services](#) provides a variety of local and national support resources.
- Alcohol & Drug Referral services, physical / mental health resources, and other resources can be found at [PCC's Title IX Resource](#) page.
- [PCC Police Department](#) webpage to find emergency contact information, safety tips, victim's bill of rights, etc.
- Immediate Danger – Call 911