

Student Death Protocol

University of Wisconsin-Superior

A. Initial response to a death occurring on campus

- The first responder will immediately call 911. Campus Safety will respond and initiate the police mutual aid agreement with the City of Superior Police Department.
- Campus Safety will maintain control of the scene and work closely with the primary death investigation agency.
- At first opportunity, Campus Safety will notify the Officer of the Day and/or the Vice Chancellor for Campus Life/Dean of Students (or designee – see Appendix A). The Vice Chancellor for Campus Life will convene the Dean's Council at least once for a briefing from the Director of Campus Safety.
- It is the responsibility of the Douglas County Medical Examiner's Office to notify the family in consultation with the Director of Campus Safety. After this is complete, the Vice Chancellor for Campus Life will make contact with a member of the family on behalf of the University.
- Depending upon the cause of death, police investigation and area clean-up, departmental area may not be accessible for a period of time (dependant on the authorities).
- Blood or bodily fluid cleanup may be coordinated through Environmental Health and Safety Office, if necessary.

B. Initial response to a death off campus

- Students, faculty or staff with knowledge of the death of a student which occurred off campus will inform the Vice Chancellor for Campus Life.
- The Vice Chancellor for Campus Life will verify the information and immediately inform the Chancellor's Cabinet.
- Depending upon the situation (i.e. if student died while engaged in a university activity/travel, accidental or criminal death, etc.) the Vice Chancellor for Campus Life will determine if the Dean's Council will convene.

C. In all cases of a student death (in conjunction with the above scenarios)

The Vice Chancellor for Campus Life will be the primary contact with the student's family throughout the administrative process. When appropriate, the Vice Chancellor for Campus Life/Dean of Students will assist the family in making arrangements to come to campus, reserve local housing, take care of university business, and other related assistance as needed.

D. The Vice Chancellor for Campus Life/Dean of Students will:

- Check the deceased student's name with that of other UW-Superior students. If the name is similar, those students will be contacted. These students will be encouraged to contact their immediate family to inform them they are OK. It is the discretion of the Vice Chancellor for Campus Life/Dean of Students to make direct contact with these families.
- Notify and coordinate other offices and departments on campus regarding student records, personal items and return of university property. This includes, but is not limited to:

- Information and action:
 - Bursar
 - Campus Safety/Parking Services
 - Financial Aid/Student Employment
 - Jim Dan Hill Library
 - Registrar
 - Residence Life
 - Student Health and Counseling Services
 - Technology Services
 - Union operations
 - University Relations
 - Athletics (if applicable)
- Information only:
 - Chancellor's Cabinet
 - Academic Advisor
 - Instructional faculty/staff who had the student in class
 - Other potential offices/staff to contact: music, theater, student organization advisor(s), Student Support Services...
- Work with the Director of University Relations and Director of Campus Safety to determine appropriate time and information to be shared in public announcement/press release, if appropriate.
- Work with Residence Life to inform roommate (if applicable)
- Ensure a letter of condolence is sent on behalf of the University to the family of the deceased student.
- Ask family to return library material(s) and/or athletic equipment, when applicable and appropriate.
- Inform family contact of process to cancel past student loans, if applicable.
 - Federal Direct Loan Servicing Center at 1-800-848-0979 or www.ed.gov/offices/OSFAP/DirectLoan/cancellation.html
- Offer to family and/or students the opportunity to have a memorial on campus and engrave student name on the memory plaque outside of Old Main.

E. Bursar will:

- In conjunction with other listed offices, settle the student's financial accounts with the University and process any allowable refund(s) (i.e. tuition/fees, unused room and board, Yellowjacket Cash, ...)
- Once withdrawal information is received through PeopleSoft, a refund check will be made payable to the student's estate and mailed by the Bursar's Office.

F. Campus Safety/Parking Services will:

- Work directly with the Vice Chancellor for Campus Life/Dean of Students and the Environmental Health and Safety Office throughout any investigation.
- Review the student's parking record and void any outstanding/unpaid tickets.
- Expedite a refund of any unused parking permit costs.

Financial Aid/Student Employment will:

- Finalize any remaining wage payments and close any related employment records.
- Cancel any student loans for current/upcoming term(s).

G. Jim Dan Hill Library will:

- Cancel any fines the student has with the library.
- Provide list of any materials to the Vice Chancellor for Campus Life/Dean of Students who will inform the family, as appropriate.

H. Registrar will:

- Withdraw student from term(s) registered for and close the student's official record.

I. Residence Life will:

- Work in partnership with Student Health and Counseling Services staff to provide appropriate support for residence hall students.
- Support Campus Safety and law enforcement with any investigative needs.
- Cancel the housing contract and coordinate the refund room and board fee amounts.
- Work with Dean of Students to inform roommate (if applicable)
- In coordination with the Vice Chancellor for Campus Life/Dean of Students and the family, facilitate the return of the student's property which may be the residence hall.

J. Student Health and Counseling Services will:

- Coordinate individual and/or group counseling or referrals for campus community members affected by the death.
- Provide support to students, faculty, and staff who might have been affected by the student death (such as significant others, friends, roommates, classmates, teammates, others who lived with the deceased student)

K. Technology Services will:

- Cancel student email account and technology accounts automatically after informed of student withdrawal through PeopleSoft process.

L. Union Operations will:

- Notify Bursar's Office of any refunds for the student's Yellowjacket meal and/or cash account(s).

M. University Relations will:

- When appropriate and after consultation with the Vice Chancellor for Campus Life/Dean of Students and Director of Campus Safety, inform and respond to local media concerning the student's death.
- Receive all media inquiries concerning the student's death and will respond after consultation with the Vice Chancellor for Campus Life/Dean of Students.

N. Athletics (if applicable) will:

- Inform appropriate coaching staff of the death of any student athlete.
- Coordinate with Student Health and Counseling Services any support needed for the student's team members.
- Coordinate the return of any property that the student may have left in any athletic locker room through the Vice Chancellor for Campus Life/Dean of Students.

O. Documentation:

A checklist of notifications and any documentation will be kept on file in the Vice Chancellor for Campus Life/Dean of Students Office. (see Appendix B)