

Updated July 8, 2014

**Basic Principles on Policies and Procedures  
Following Receipt of Student Death Notification**

1. Normally the dean's office receives a Student Death Notification from CSUN's Academic Affairs or Student Affairs. If a program director or other staff member in The Tseng College receives such a notice, the dean of The Tseng College should be alerted at once. If the notice came directly to The Tseng College from outside the University, the dean will alert the University's provost and the vice president for student affairs.
2. After the dean's office receives notification, the office will first alert Tseng College's director of information systems and services and director of academic support and finance.
3. The director of information systems and services then does an immediate search of all enrollments to see if that student is or has been enrolled in any program(s) of The Tseng College.
4. If the student is registered in or admitted to any program of The Tseng College, the director of information systems and services will work with Admissions & Records to ensure the student's records are appropriately changed and full refunds issued appropriately.
5. The director of information systems and services also quickly alerts (within two hours of receiving the notice if at all possible) the program director(s) in whose program the student had been enrolled. The director of information systems and services gives each program director involved a listing of the programs/courses the student took and encourages them to work together on appropriate notification and expressions of sympathy on behalf of The Tseng College.
6. Once notified, the relevant program director(s) notifies relevant ExL staff who may have been working with the student.
7. The program director also notifies instructors who had been working with the student. The nature of this notice will vary depending on whether the student was currently enrolled, or in the past and/or, in some cases, whether the student took a single course a long time ago or was a recent graduate of a degree program. Thoughtful judgment on the part of the program director(s) is required.
8. If the student was currently enrolled, the program director(s) should make thoughtful arrangements to notify other students in that class. In many cases, this might be best done in person with a visit to the class in question. The director can and should seek guidance from CSUN's counseling office about how best to make this announcement. As deemed appropriate, the director may ask one of the University's counseling professionals to be present when the announcement

is made. If the program the student had been enrolled in is on line and the announcement has to be made via email, conferring with one of the University's counseling professionals about how best to approach this will be important. The director should keep in touch with the course instructor(s) for the following two or three months to see if more support is needed (such as another visit from the CSUN counseling office).

9. The program director(s) should also draft a condolence letter to the student's family to be sent by the director and the dean on behalf of The Tseng College.
10. If the student was enrolled in the last requirements for the degree and was in good standing at the time of the death, a degree is awarded. The dean writes the letter awarding the degree and sends it to the president's office for her signature (and any rewrite her office wants to make). A & R must be notified by the dean that the student is to receive the degree so that a degree is ordered and printed and sent with the letter. If the student did not meet the above, a certificate of participation was created. A letter is also included from dean and signed by the president. A&R should be notified of the death to close the record, but no degree is offered.
11. The director of information systems and services will also notify The Tseng College executive.