This policy is intended to ensure consistent handling of all students that pass away during a semester. The student shall be withdrawn as of the last day of attendance, as a student requested withdrawal. The student requested withdrawal is the only withdrawal reason code that adjusts the student’s financial aid and tuition based on the date. Financial aid will be recalculated and adjusted in accordance to the federal regulations.

Note: The family should not be told that they will receive 100% refund for their student. That is not always the case because of the unique situation of each student. However the family will never be billed for a balance due.

Procedures: (Note: Student Services will process steps 1 through 4.)

1. Enter the decedent information
   a. Navigation: Campus Community, Personal Information, Biographical, Personal Attributes, Decedent Data
   b. Enter the Date of Death if known. If not known, enter the current date.

2. Change the student’s address:
   a. Navigation: Campus Community, Personal Information, Add/Update a Person
   b. On the Address tab, add a row and change the student’s address to the campus Student Services Office address.

3. Withdraw the student:
   a. Navigation: Home, Records & Enrollment, Student Term Information, Term History
   b. On the term withdrawal page, enter WITHDREW with a reason code of STUDENT REQUESTED WITHDRAWAL (SREW). The withdrawal Date and the FA Withdrawal Date should be the date the student last attended.

4. Advise the Bursar and the Associate Director of Financial Aid of the deceased student.
   a. Provide the student’s PRISM ID number and inform them that the student passed away.

5. FA will make the appropriate adjustment to the student’s financial aid award.
6. After the financial aid and the tuition and fees have been adjusted the Bursar will make any adjustments necessary.
   a. If there is a balance due, the account will be written off (non-tuition items will be written off prior to tuition). **The family will never be billed for a balance due.**
   b. If there is a credit balance a refund will be processed. The refund will be sent to the last known address.

7. After Financial Aid and the Business Office have made the appropriate adjustments, they will inform the Registrar, and the student’s program/plan will be changed to **Discontinued.**

8. Transcripts
   a. Transcripts will only be released to parents, spouses, children, or executor of the estate.
   b. Any transcripts that are printed will have the word Deceased printed on the transcript.