Business Process Guide

Deceased Student Information
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Deceased Student Information
This business process guide outlines how Student Records Office updates a student’s information if a student should die while attending the City University of New York.

Business Process Summary
- **Decedent Data** – The student’s date of death and place of death are entered on this page.
- **Addresses / Phone Number / Email**– With current effective date row, the student’s address is updated with the address of the College’s Registrar office. Phone Number(s) / Email are removed from the record.
- **Service Indicator**– Update Student record with DEC service indicator with DCSD reason.
- **Program/Plan**: Update the Student Program page with the Program Action of Administrative Withdrawal (WADM) and Action Reason of DEAT.
- **Transcript Text**: Add transcript text indicating the student’s date of death.
### Add Date and Place of Death

<table>
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<tr>
<th>Step</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Navigate to:</strong> Campus Community &gt; Personal Information &gt; Biographical &gt; Personal Attributes &gt; Decedent Data</td>
</tr>
</tbody>
</table>
| 2.   | Search for Student for whom Decedent Data needs to be entered.  
  - Enter Empl ID / CUNY ID (or other search criteria)  
  - Click Search button.  
  - If your search returns multiple Search Results, select the appropriate student form the list and click on the link to display the Decedent Data page. |
| 3.   | On the Decedent Data page:  
  - Enter or select using the individual’s date of death in the Date of Death field. User can enter either the official date of death or the date on which the institution was notified of the death.  
  - (Optional) Enter the place (city, state, county, or country) where the death occurred in the Place of Death field.  
  - (Optional) Enter certificate number in the Death Certificate Nbr field.  
  - Click the Save button.  
  - Click the Return to Search button. |

**Note.** Only the date of death is required to display the deceased label for the individual throughout your system. When the user enters a date and saves the page, the system displays the word DECEASED at the top of pages about this individual throughout your system. If user does not enter a date, the deceased label does not appear.
Click the **Search** button to return to the **Decedent Data** page to verify updated information.

End of procedure.
**Update the Biographical Details**

Even though we have added decedent data to a student’s Personal Attributes, it is still possible to send a communication to any active address, phone number, or e-mail on file for the decedent. For this reason it is imperative that the decedent’s address types be updated as well as e-mail and phone numbers be deleted to avoid sending any further communications.

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<tr>
<td>1.</td>
<td><strong>Navigate to: Campus Community &gt; Personal Information &gt; Add/Update a Person</strong></td>
</tr>
</tbody>
</table>
| 2.   | Enter the Empl ID / CUNY ID of the individual or the first and last name in the appropriate fields.  
  • Click the Search button to display a list of valid values.  
  • When multiple records meet the criteria, a list of Valid Value displays, click on the desired record to update. |
3. On the **Biographical Details** page, verify **Student Name / ID**
   - Click the **Add a New Row** icon.

4. Under **Contact Information** section:
   - Click the **Delete a Row** icon for all the Phone(s).
   - Click the **Delete a Row** icon for all the Email(s).

5. When user deletes a rows of data from this page they will receive a message box to confirm the deletion
   - Click **OK** button.
6. Verify Phone/Email fields does not contain any value
   - Click the **Save** button to save the changes.
   - Click the **Address** link.

   ![Contact Information](image1)

7. In the **Add Address** portion of the page
   - Click the **Edit Address** link to display the **Edit Address** page.

   ![Add Address](image2)

8. On the **Edit Address** page:
   - Enter the Registrar Office Mailing address as the deceased address
   - Click the **OK** button to save the information and return the Address page.

   ![Edit Address](image3)
9. On the **Address** page, in the **Add Address Types** section:
   - Select checkbox for the any address type for which active address exists (*an active address type will have an asterisk * next to it*)
   - Select checkbox for **Address Type = Other 2**.
   - Click the **Submit** button.
   - Click the **Save** button.

**NOTE:** If user doesn’t click the **Save** button on the **Address** page after clicking the **Submit** button, the addition or modification will not be saved.

10. A green check mark ✔ appears next to each address type to which the data is successfully updated.
The updated addresses appear in the **Current Addresses** section of the page.

End of procedure.
Add DEC/DCSD Service Indicator
Update Student Program/Plan

*Note: This step is only needed, if the student has an active program/plan stack at the institution, at the time of their death.*

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<td>1.</td>
<td>Navigate to: Records and Enrollment &gt; Career and Program Information &gt; Student Program and Plan</td>
</tr>
</tbody>
</table>
| 2.   | Enter the **Empl ID / CUNY ID** of the individual or the first and last name in the appropriate fields.  
  - Click the **Search** button to display a list of valid values.  
  - When multiple records meet the criteria, a list of Valid Value displays, click on the desired record to update. |
| 3.   | On the **Student Program** page, verify **Student Name / ID**  
  - Click the **Add a New Row** icon. |
4. For the new Effective dated row:
   - Enter or lookup WADM for the **Program Action** field.
   - Enter or lookup DEAT for the **Action Reason** field
   - Click the **Save** button
   - Verify the **Status** is updated to **Cancelled**.

   ![](image)

   **End of procedure.**
Enter Transcript Text

When decedent data is entered into CUNYfirst, a record of death is **not** automatically recorded on the transcript. Registrars Office will need to add transcript text to reflect closure of the record due to death.

*Note: The campus that receives notification of the death should update the decedent information and add the Transcript Text to the student’s careers on their campus. If the student was enrolled in a different career/program at another campus, that campus Registrar should be notified immediately that the record has been closed due to death so s/he too can add Transcript Text to the career for that student on his/her campus. For example, if the student was an UGRD at Lehman College and a GRAD at City College, both campuses will need to add text for the career the student attended at each campus.*

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<td><strong>Navigate to: Records and Enrollment &gt; Transcripts &gt; Transcript Text</strong></td>
</tr>
</tbody>
</table>
| 2.   | Enter the **Empl ID / CUNY ID** of the individual or the first and last name in the appropriate fields.  
  - Click the **Search** button to display a list of valid values.  
  - When multiple records meet the criteria, a list of Valid Value displays, click on the desired record to update. |
3. On the Transcript Text page, verify Student Name / ID / Institution
   - Select Relative Position = 'Before'.
   - Select Print Location = 'Student Personal Data'.
   - Select Transcript Level = Official.
   - Enter your free-form text in the Transcript Text field. This text appears on the student’s transcript. When entering a death notation this field should contain the following text: "*****DECEASED MM/DD/YYYY*****". This field should include five (5) leading asterisk *, MM/DD/YYYY format used to enter the date of death and/or the date the record was closed, and then five (5) ending asterisk *. This format is important for the display on the transcript.
   - Click the Save button.

4. Sample Transcript:

   Name: Your Name
   Student ID: 12242486

   *****DECEASED 05/06/2012*****
   SSN: XXX-XX-8888
   Birthdate: 11/30
   Sex: Female
   Student Address: The City College Of New York - Registrar Office
                   160 Convent Avenue
                   New York, NY 10031-9101
   Print Date: 07/13/2012

End of procedure.